SuperSalon

Touch Screen Salon Management Systems

SIMPLY **POWERFUL** SOFTWARE

2014 SuperSalon iOffice User's Manual

ROGERS
SOFTWARE DEVELOPMENT

Sales & Management Software for the Salon & Spa Industry

SuperSalon

2014 iOffice User's Manual

Phone: 888-458-1001:
For Support, Paper & Hardware Orders Press 1
For Sales Press 3
For Accounting Press 4
For Directory Press 5
For Fax, E-mail & Postal Address Press 6
E-mail: sales@rogerspos.com or support@rogerspos.com
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Rogers Software Development Inc.
SuperSalon iOffice User's Manual

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Introduction

Welcome to the newest edition of the iOffice user manual.

The iOffice feature of the SuperSalon point-of-sale system allows owners and authorized managers to securely access their important data from any location on the planet with an Internet connection. When used in conjunction with the SuperSalon point-of-sale system, business owners have an incredible tool for never losing sight of the "big picture" in regards to their salon's success.

This publication is designed to provide both a reference point and a training aid for advanced and beginning users. The material herein encompasses every aspect of normal use for the iOffice environment. It is also recommended that the user familiarize themselves with the basic operations of the SuperSalon point-of-sale system itself as well in order to get a more rounded familiarity.

The material presented herein represents a collaborative effort between Rogers Software Development's senior support technicians and Development staff. Excerpts from the SuperSalon Version 5 User Guide, as well as internal correspondences between Development and Support have been cited in the creation of this publication.

Part One: Preliminaries

System Requirements

- **Hardware:** The iOffice environment can be viewed and manipulated from almost any personal computer with an Internet connection. Possible exceptions to this would be computers older than 10 years, or those whose Windows operating systems are no longer supported by Microsoft (Windows XP and prior).

- **Software:** In order to properly view, retrieve, and manipulate the data of iOffice, Rogers software development has optimized it for best performance on the Mozilla Firefox and Google Chrome browser platforms. This is due to Firefox's superior ability to handle in-depth queries for multiple areas of a database server at once, as well as its superior memory management and plug-in containment. iOffice has also been tested successfully on the Safari and Opera platforms, but sporadic issues and hangups from all prevents our implicit endorsement of them. Internet Explorer should not be considered for any kind of extended work in the iOffice environment.

Getting There....

iOffice can be accessed from the SuperSalon homepage at www.SuperSalon.com, and you will find the link to iOffice on the top of the homepage, as seen on the image below. Once there, the user is greeted by the attractive young woman who maintains her silent, and studious vigil over the iOffice login screen.

Logging In

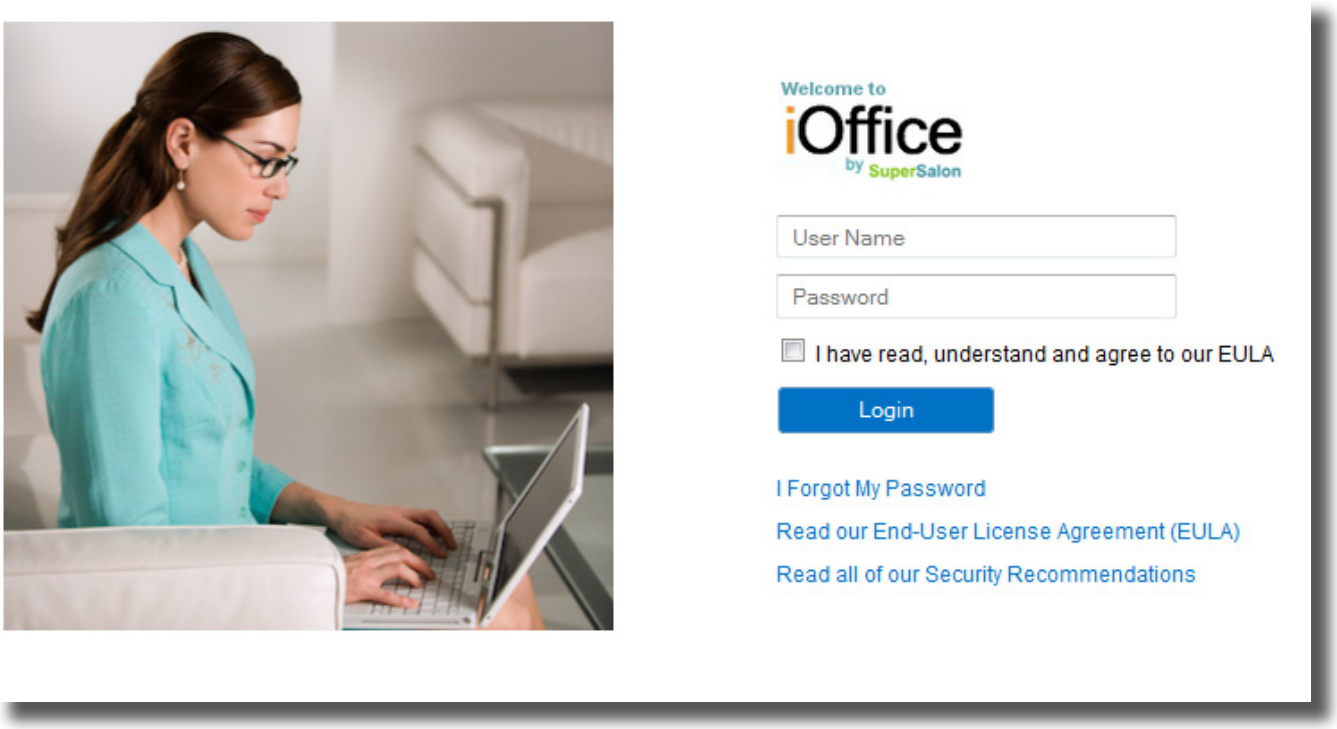
To login to iOffice, you'll need an authenticated user name as well as an encrypted password. If these two credentials have not yet been set up for you, please contact Rogers Software Technical Support at 1-888-458-1001 to have these set up for you.

Password Requirements

Due to our servers' security requirements and our commitment to keeping client data as safe as possible, we have the following requirements for any encrypted password that has access to iOffice. The password must contain at least one capital letter, one number, one symbol (!,%,$, etc.), and must be at least 8 characters long. Example: 'pa2sw$rD1!'

Why are the Password Requirements so Stringent?

A common tool for cyber criminals is a program that randomly guesses passwords based on typed character combinations. Having a mix of capital and lowercase letters, numbers, and symbols together in the same login credential greatly reduces the effectiveness of these programs. It is highly recommended by Rogers Software Development that you apply the same password strategy to all of your computer-based authentications.



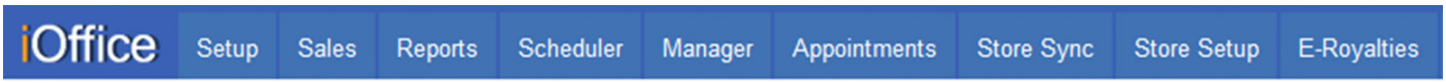
Now that you have the proper login credentials, go ahead and type them in the appropriate fields. If this is your first time using iOffice, please be sure to click the link below the login fields to read our End-User License Agreement. This document goes into detail on the rights and responsibilities of iOffice users and their delegates.

"Why Must I Agree to the EULA Each Time I Log Into iOffice?

This is something that has been asked many times via e-mail and phone conversations with technical support. Though it may seem tedious, the reasons behind this practice speak to our commitment to security for users and developers alike. Each time you log into the iOffice environment, you are entering an environment where the financial and transactional information of yours and tens of thousands of other businesses is accessed 24 hours a day. Isn't it good to know that every single person who accesses this network agrees to do so in a manner set forth in the license agreement, every time they login?

Part Two: iOffice Overview and Home Page

iOffice is a web-based cloud backup system whose general interface mimics that of the SuperSalon POS. This reduces any potential learning curve when going from one interface to the other. The tabs (shown below) are the primary method of navigating the iOffice interface, and users already familiar with SuperSalon will see the similarity quite quickly.



It is through the iOffice interface that owners are able to perform several administrative functions, as well as have access to features that are neither available nor practical to have on the point-of-sale itself. If a business owner desires a setting or function change in SuperSalon, on the salon side computer, that change that can be made in iOffice, and transferred to the salon via a standard upload from the POS.

iOffice replenishes itself several times during the course of a workday via SuperSalon's uploading process. Depending on the desired time intervals for automatic uploads to take place, the data on iOffice can be as fresh as a few hours, to even a few minutes!

The reporting functionality of iOffice is second to none, with literally hundreds of reports based on thousands of metrics, and the ability to even create customized reports based on your unique business model's needs. And though several of these reports are also available on the point-of-sale, iOffice gives its users the unique ability to explore reporting data over several salons at once, or even across several franchise accounts (depending on user access).

In addition to these powerful reporting, data storage, and administrative functions, iOffice

also provides users with the following great features, as well as several more:

- Real time announcements on the iOffice home page in the event of system outage or maintenance.

- Unlimited access to Rogers Software's SuperSalon documentation, user manuals, and instructional video library.

- The ability to synch products, services, discounts, and several other features across several salons at once with our StoreSynch™ feature.

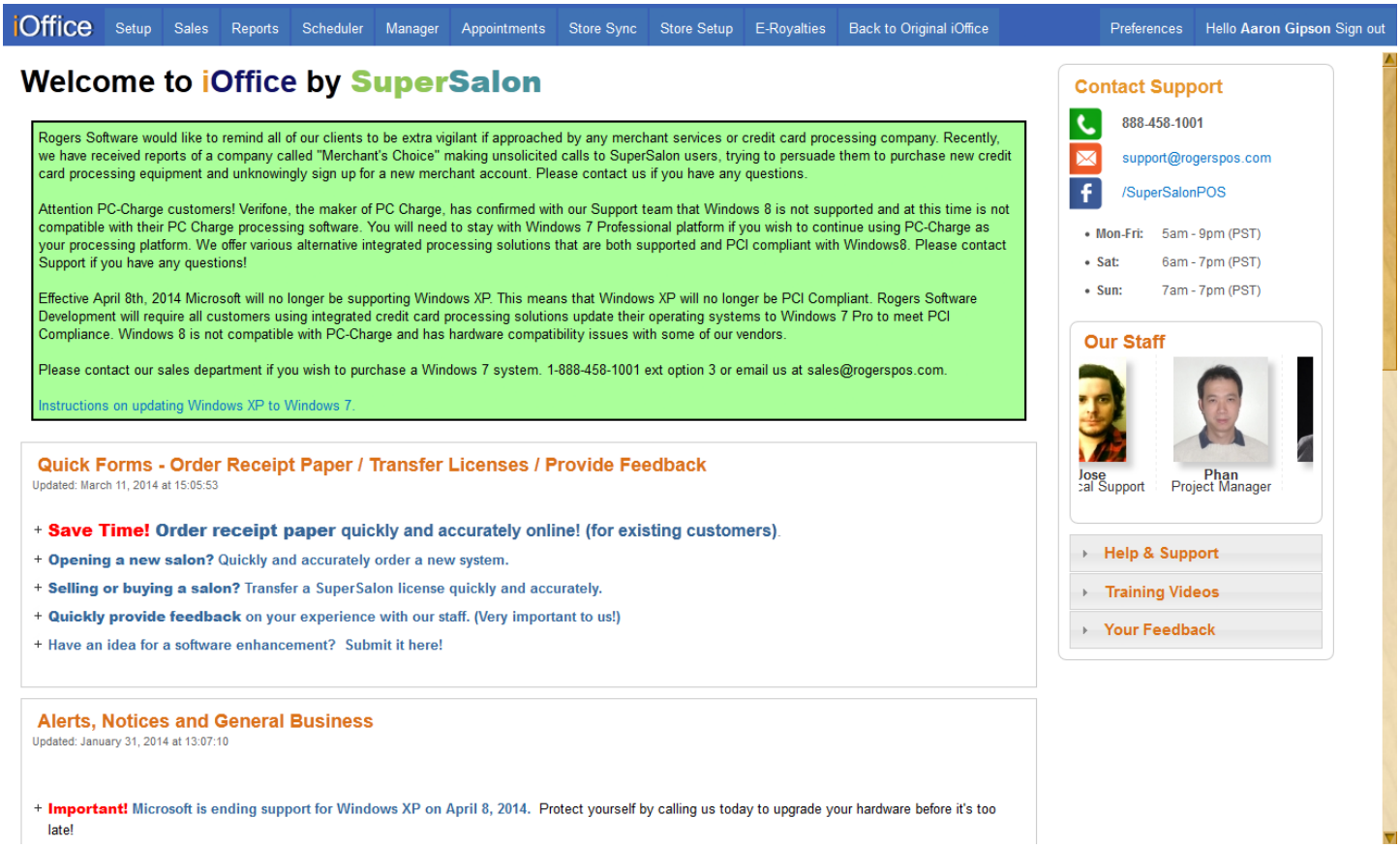
- Monitor and submit E-Royalties, for many franchise concepts, in just a few easy steps.

- Compose text messages to be received either individually or en masse to several users and locations at once.

- Secure global access to your data 24 hours a day, 7 days a week, with almost never a moment of downtime.

- Reduced downtime in the event of equipment failure due to regular updating of critical data, which can then be downloaded into a new system.

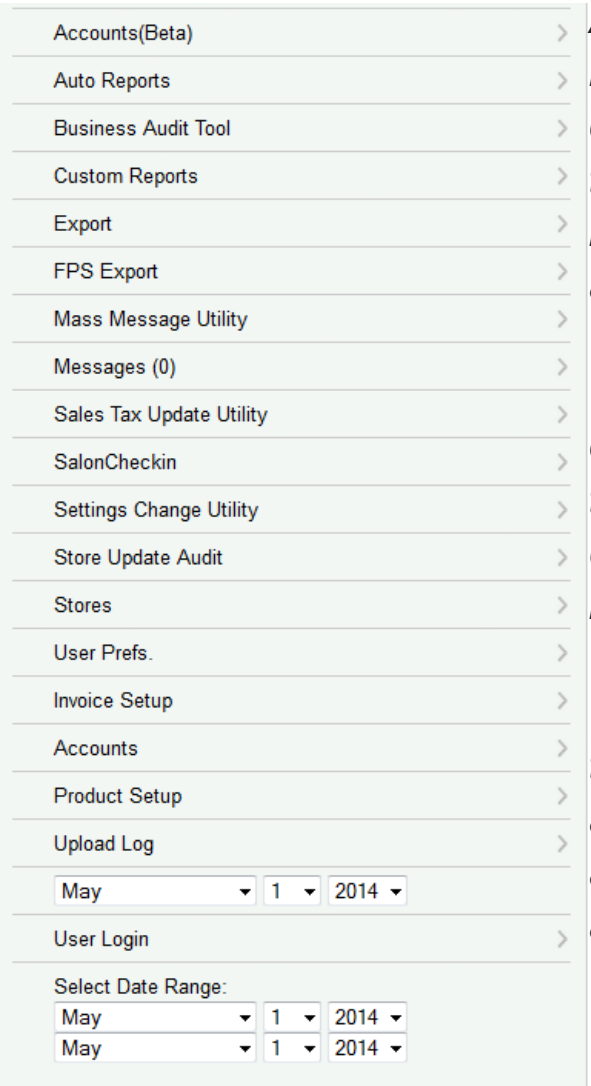
The iOffice Home Page


iOffice
Setup
Sales
Reports
Scheduler
Manager
Appointments
Store Sync
Store Setup
E-Royalties
Back to Original iOffice
Preferences
Hello Aaron Gipson Sign out
Welcome to iOffice by SuperSalon
Rogers Software would like to remind all of our clients to be extra vigilant if approached by any merchant services or credit card processing company. Recently, we have received reports of a company called "Merchant's Choice" making unsolicited calls to SuperSalon users, trying to persuade them to purchase new credit card processing equipment and unknowingly sign up for a new merchant account. Please contact us if you have any questions.
Attention PC-Charge customers! Verifone, the maker of PC Charge, has confirmed with our Support team that Windows 8 is not supported and at this time is not compatible with their PC Charge processing software. You will need to stay with Windows 7 Professional platform if you wish to continue using PC-Charge as your processing platform. We offer various alternative integrated processing solutions that are both supported and PCI compliant with Windows8. Please contact Support if you have any questions!
Effective April 8th, 2014 Microsoft will no longer be supporting Windows XP. This means that Windows XP will no longer be PCI Compliant. Rogers Software Development will require all customers using integrated credit card processing solutions update their operating systems to Windows 7 Pro to meet PCI Compliance. Windows 8 is not compatible with PC-Charge and has hardware compatibility issues with some of our vendors.
Please contact our sales department if you wish to purchase a Windows 7 system. 1-888-458-1001 ext option 3 or email us at sales@rogerspos.com.
Instructions on updating Windows XP to Windows 7.
Quick Forms - Order Receipt Paper / Transfer Licenses / Provide Feedback
Updated: March 11, 2014 at 15:05:53
+ Save Time! Order receipt paper quickly and accurately online! (for existing customers).
+ Opening a new salon? Quickly and accurately order a new system.
+ Selling or buying a salon? Transfer a SuperSalon license quickly and accurately.
+ Quickly provide feedback on your experience with our staff. (Very important to us!)
+ Have an idea for a software enhancement? Submit it here!
Alerts, Notices and General Business
Updated: January 31, 2014 at 13:07:10
+ Important! Microsoft is ending support for Windows XP on April 8, 2014. Protect yourself by calling us today to upgrade your hardware before it's too late!
Contact Support
888-458-1001
support@rogerspos.com
/SuperSalonPOS
Mon-Fri: 5am - 9pm (PST)
Sat: 6am - 7pm (PST)
Sun: 7am - 7pm (PST)
Our Staff
Jose
Phan
Project Manager
Help & Support
Training Videos
Your Feedback

As stated above, the iOffice home page contains real time announcements in addition to other critical information to keep users and owners abreast of any changes or outages. In addition to this, the iOffice home page is also a great source for learning materials. Training videos, how to manuals, and other extensive documentation on our products are all available from the home page of iOffice. Other features of the Home page include:

- Contact information for Support, Billing, and for receipt printer paper orders.
- Industry related news and critical updates.
- A delightful scrolling image carousel of our surprisingly photogenic staff.
- Areas where you can provide your feedback, or suggest improvements and enhancements.
- Software license transferal information.

Part Three: The Setup Tab



Although most of iOffice's interface was designed to mimic the POS, the "Setup" tab for both interfaces is quite different. Operations and utilities corresponding to SuperSalon's "Setup" tab are instead displayed in iOffice's "Store Setup" tab which will be addressed at length later.

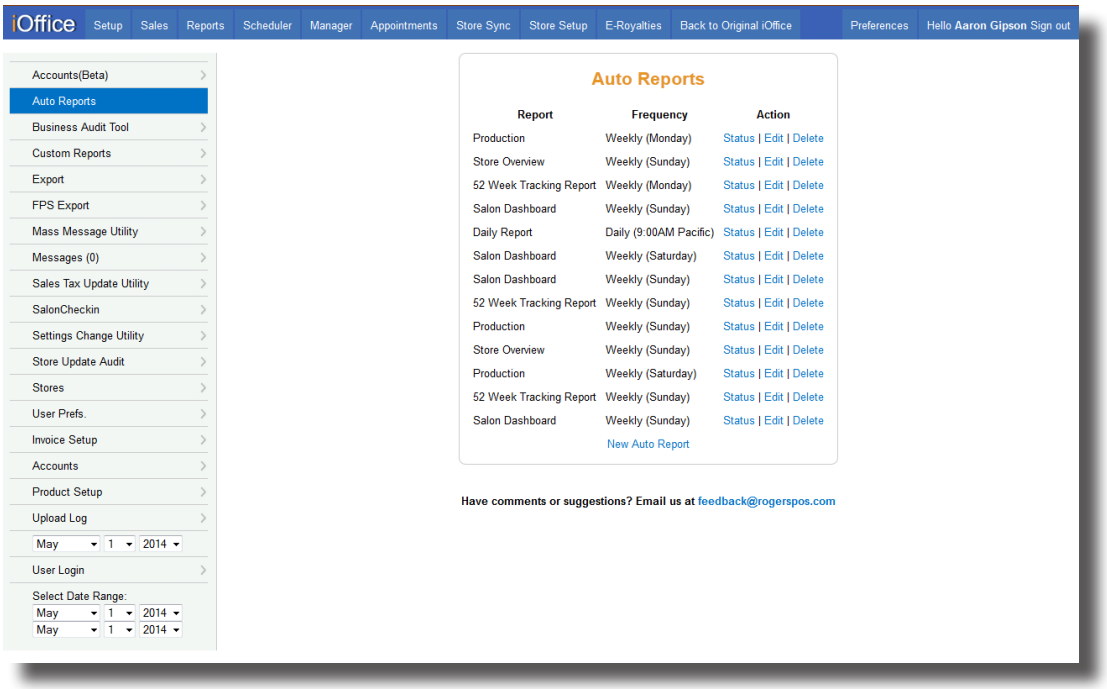
This page contains features accessible only to salon owners and their selected staff. Here users will find tools and resources that will help configure and customize various aspects of the software to make it more unique to their business.

The most popular feature on this page is, of course, the Custom Report builder. This tool is designed to allow business owners the ability to configure almost any reporting metric, and then have it exported into a user-friendly format such as Microsoft Excel or QuickBooks.

Most common uses:

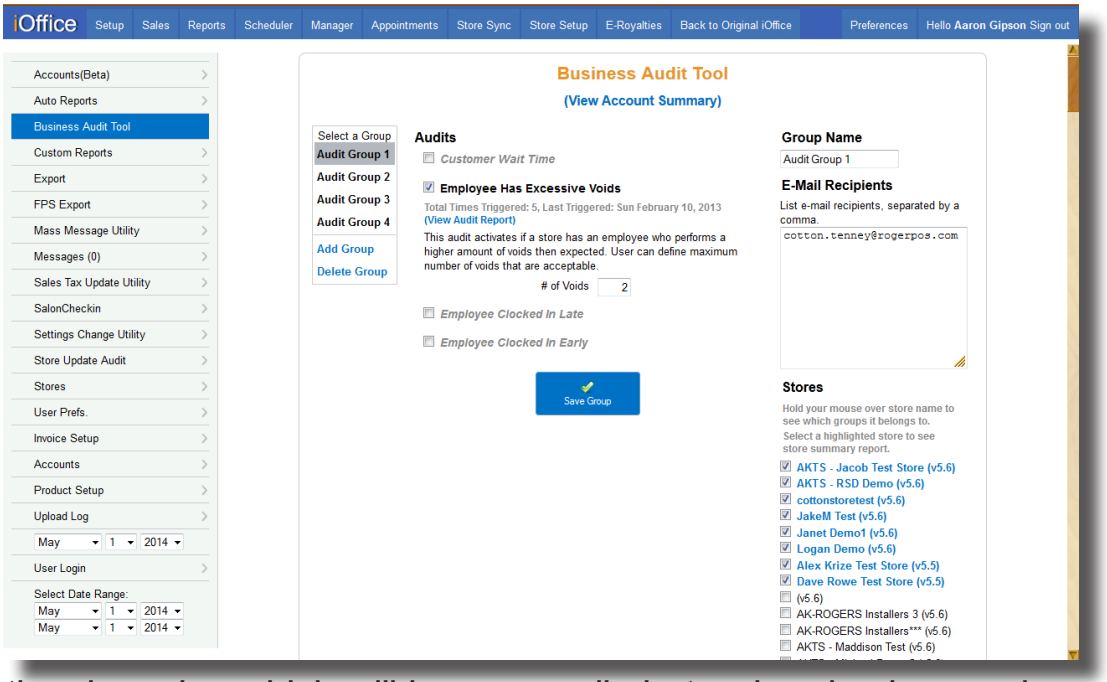
- *Receiving text messages from individual employees at individual salons, or sending a mass e-mail to multiple employees, at multiple locations.*
- *Configuring and receiving e-mail alerts through the audit tools.*
- *Creating and exporting customized reports.*
- *Using the "settings change utility" to affects multiple point-of-sale systems, for multiple salons.*
- *Reviewing the upload log.*

Setup - Auto Reports



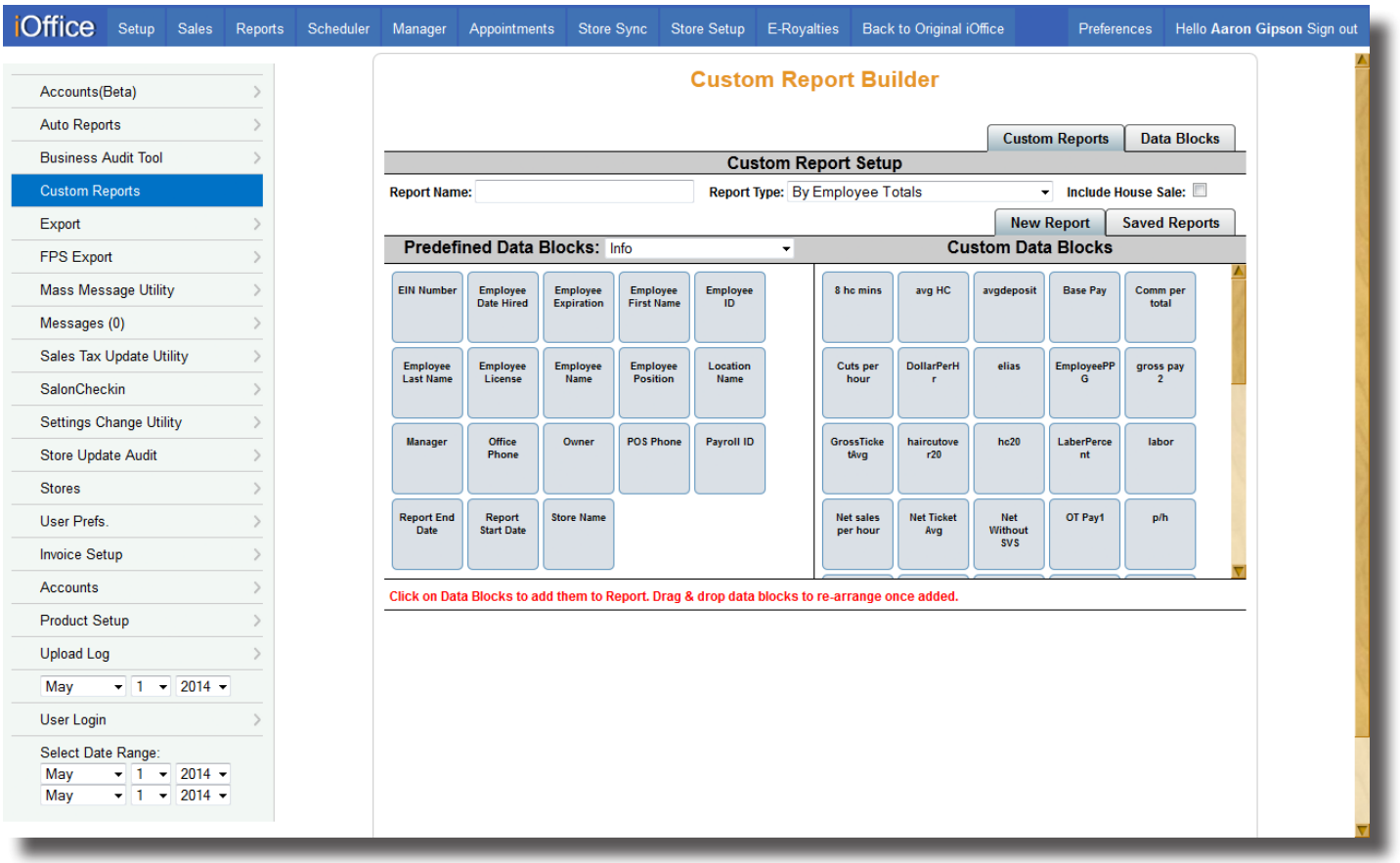
An optional expanded service that will automatically e-mail pertinent reports from any or all salons in the account to any requested e-mail address.

Setup - Business Audit Tool



Another optional service which will issue e-mail alerts when business rules are broken or theft indicators are triggered.

Setup - Custom Reports

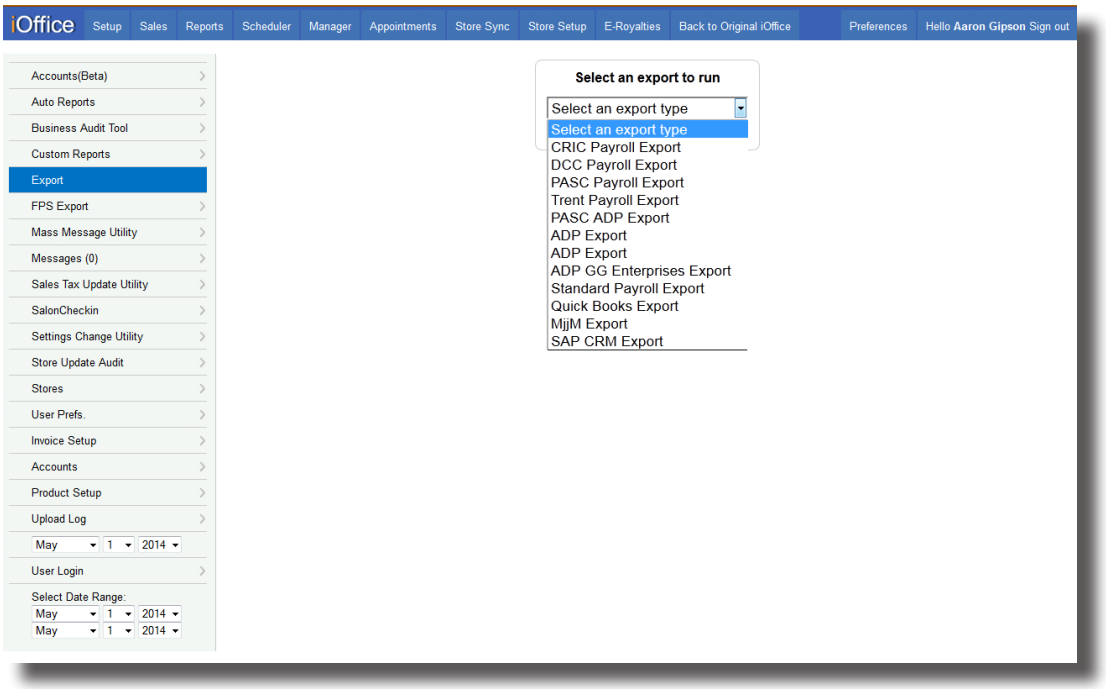


iOffice and SuperSalon have over 120 reports, each detailing different metrics and settings, but sometimes owners and managers who like to think outside the box need to see their investment's performance from differently assigned variables. This link loads the Custom Report builder which can be used to create very finely detailed reports based on hundreds of metrics, and prepares them for export into a familiar program.

The user is encouraged to experiment with their own custom reports; there is absolutely no damage that can be done to either the iOffice or SuperSalon systems from these experimentations.

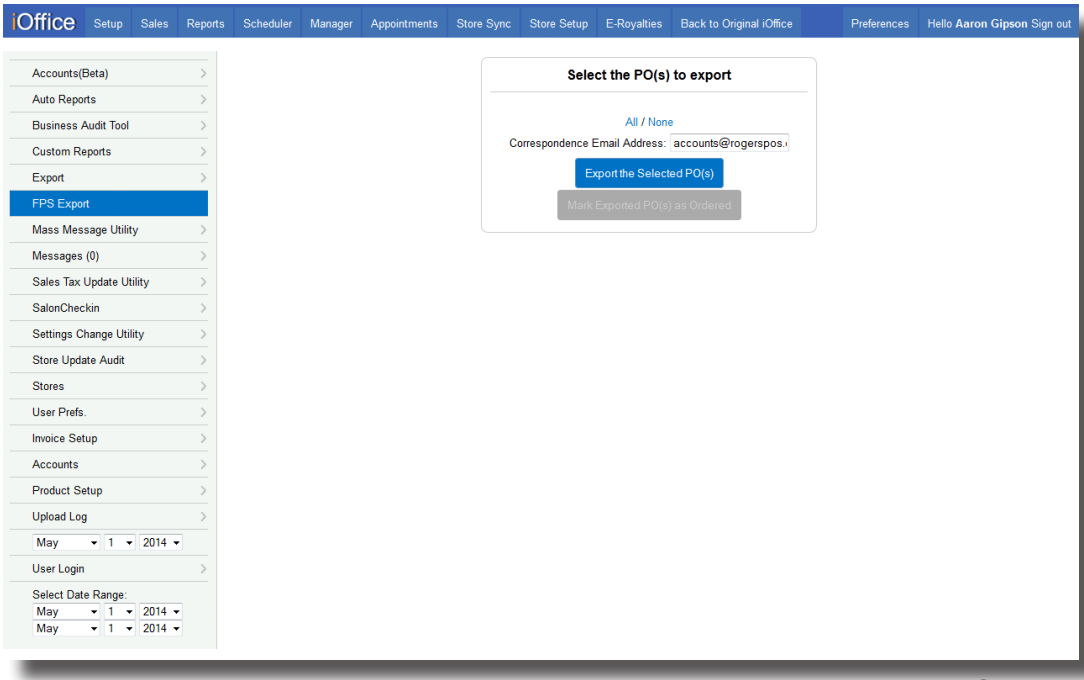
When metrics are assigned and saved using the convenient drag and drop interface, they will appear whenever the user logs in under the "Saved Reports" tab.

Setup - Export



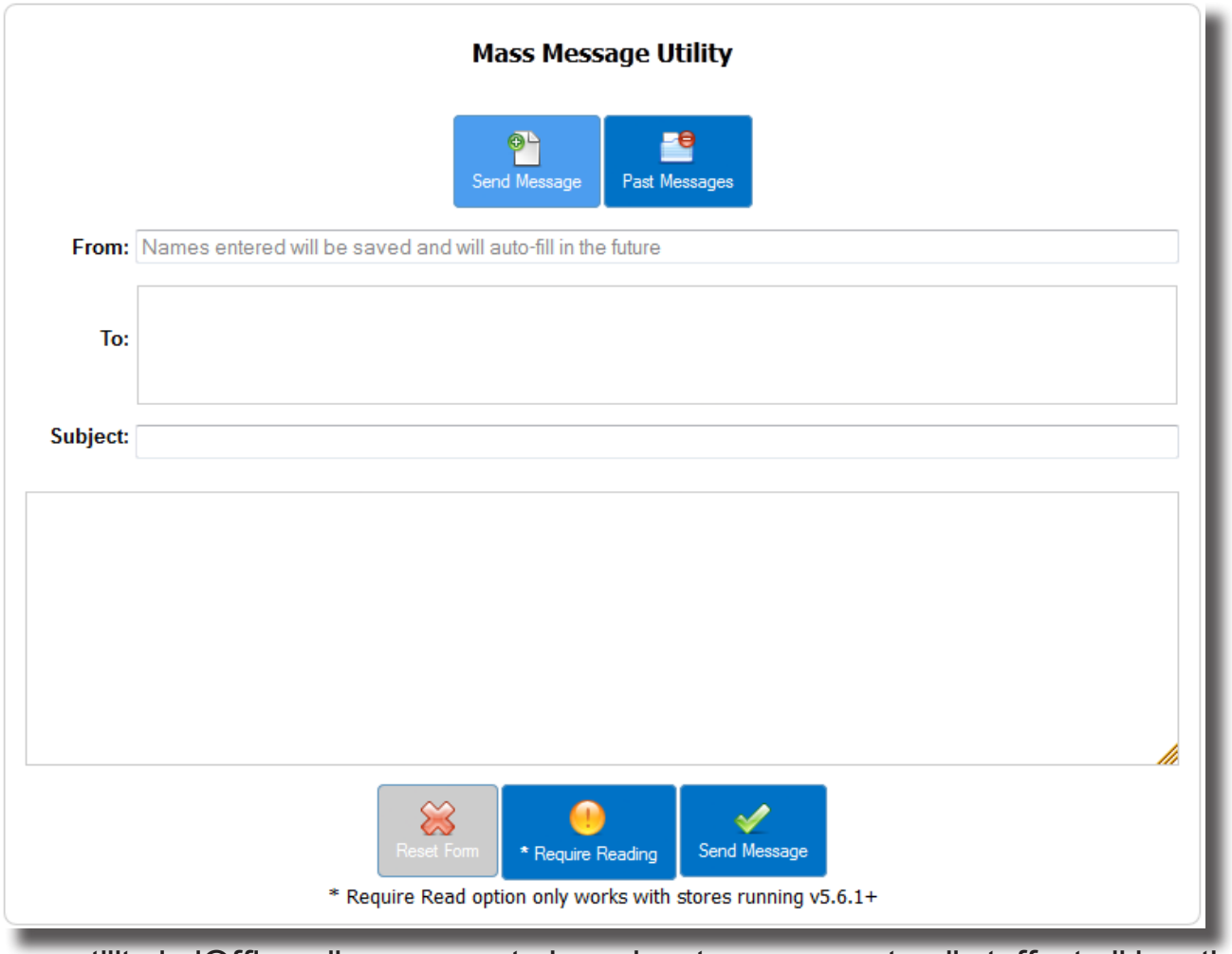
This submenu provides the user with the tools necessary to export their custom reports into a user friendly format. Quickbooks is currently the program of choice in the case of most owners and managers.

Setup - FPS Export



The FPS Export allows the user to export purchase orders to Regis for accounts with a pre-existing relationship with that company. Accounts who are not under partnership with Regis will not likely to see or have need of this particualr submenu at all.

Setup - Custom Reports

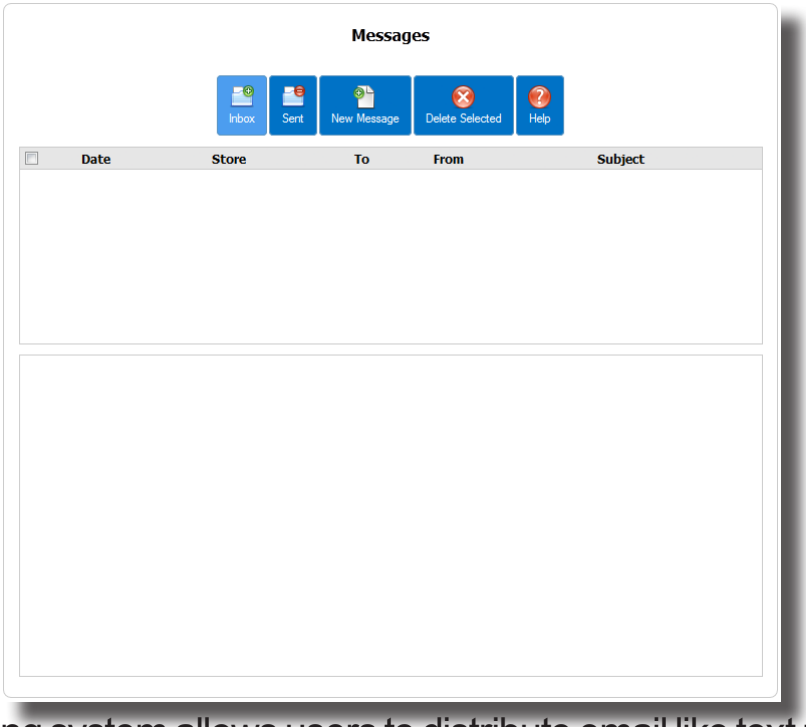


This new utility in iOffice allows users to broadcast messages to all staff, at all locations. Owners have the option of setting any messages to be required reading provided the POS software version is 5.6.1 or above. iOffice users also have the option of reviewing past broadcasted messages through the use of the “past messages” button in the upper right-hand corner of the interface.

This tool was just recently introduced, and has proved to be quite useful for corporate wide communications on an almost instantaneous level.

The interface is almost identical to any other e-mail interface the user may have encountered, and is also quite similar to the messaging format of the POS itself.

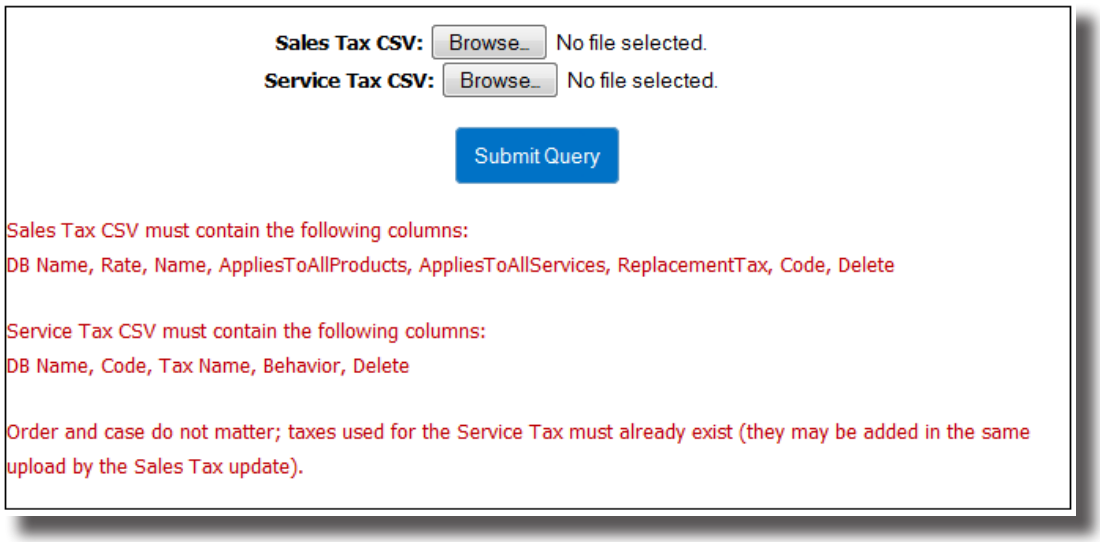
Setup - Messages



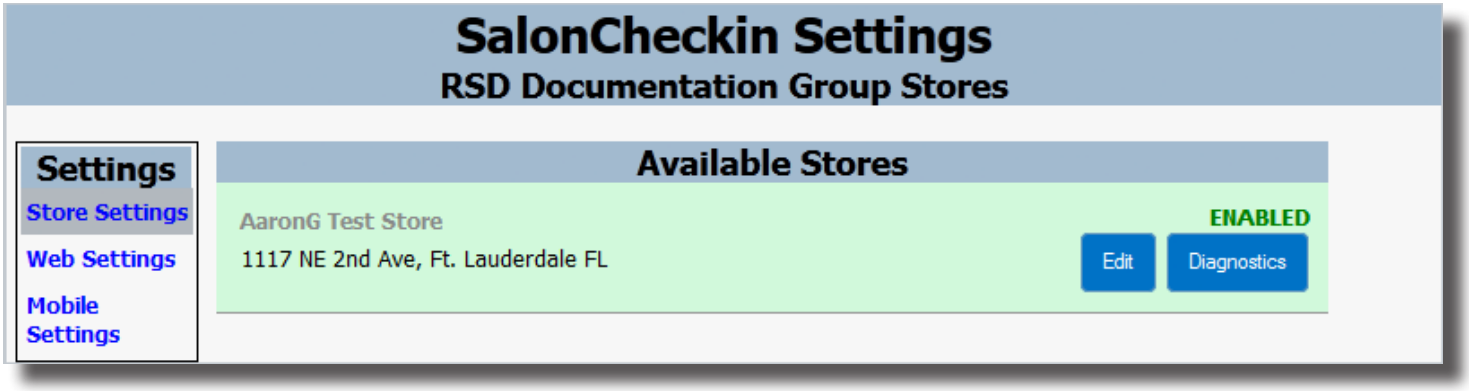
The iOffice messaging system allows users to distribute email like text messages through out every store in their account. The messages are not sent instantly, but instead are sent via the next upload from the store-side POS.

Anyone familiar with navigating an email interface should be able to utilize the Messages system without any problems. When messages are sent via upload, they appear to the individual as a prompt in the Timeclock screen.

Setup - Sales Tax Update Utility

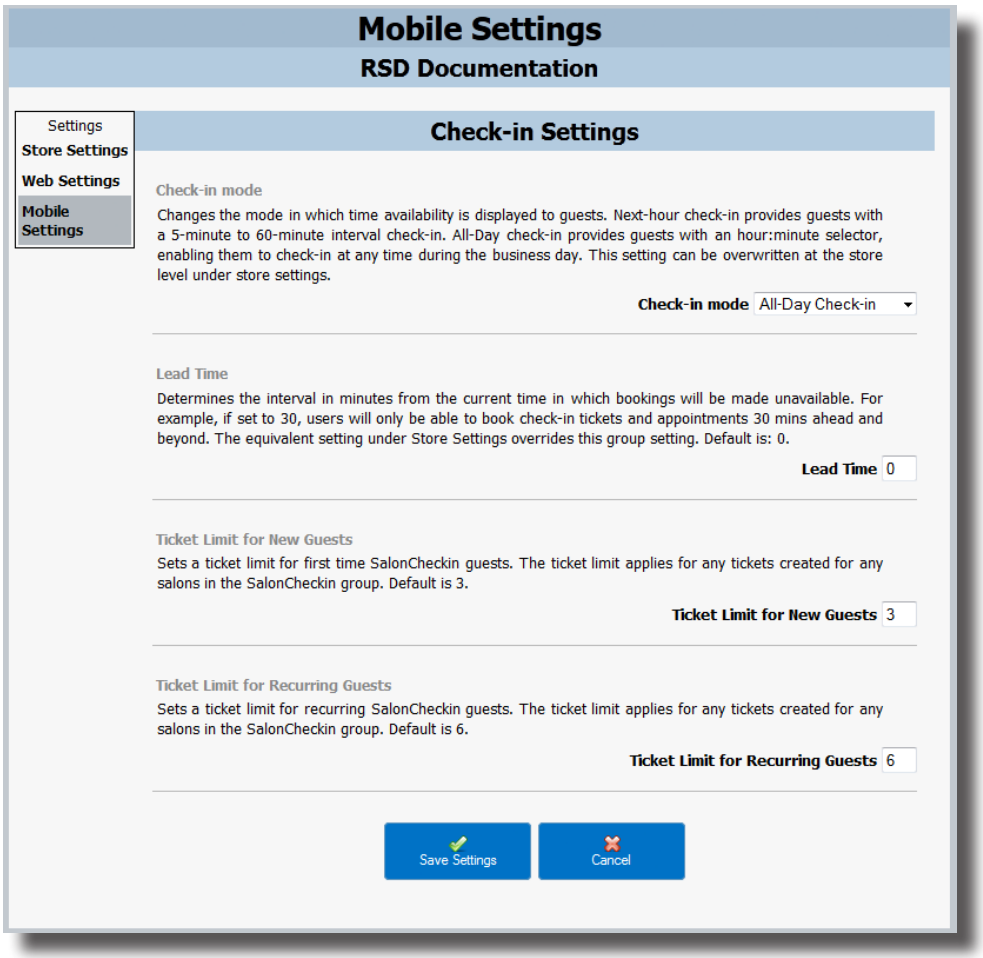

Sales Tax CSV: Browse... No file selected.
Service Tax CSV: Browse... No file selected.
Submit Query
Sales Tax CSV must contain the following columns:
DB Name, Rate, Name, AppliesToAllProducts, AppliesToAllServices, ReplacementTax, Code, Delete
Service Tax CSV must contain the following columns:
DB Name, Code, Tax Name, Behavior, Delete
Order and case do not matter; taxes used for the Service Tax must already exist (they may be added in the same upload by the Sales Tax update).

This utility can allow owners of multiple salons to adjust a particular tax by use of an Excel file. Once uploaded into this interface, it will distribute the new rate(s) accordingly.

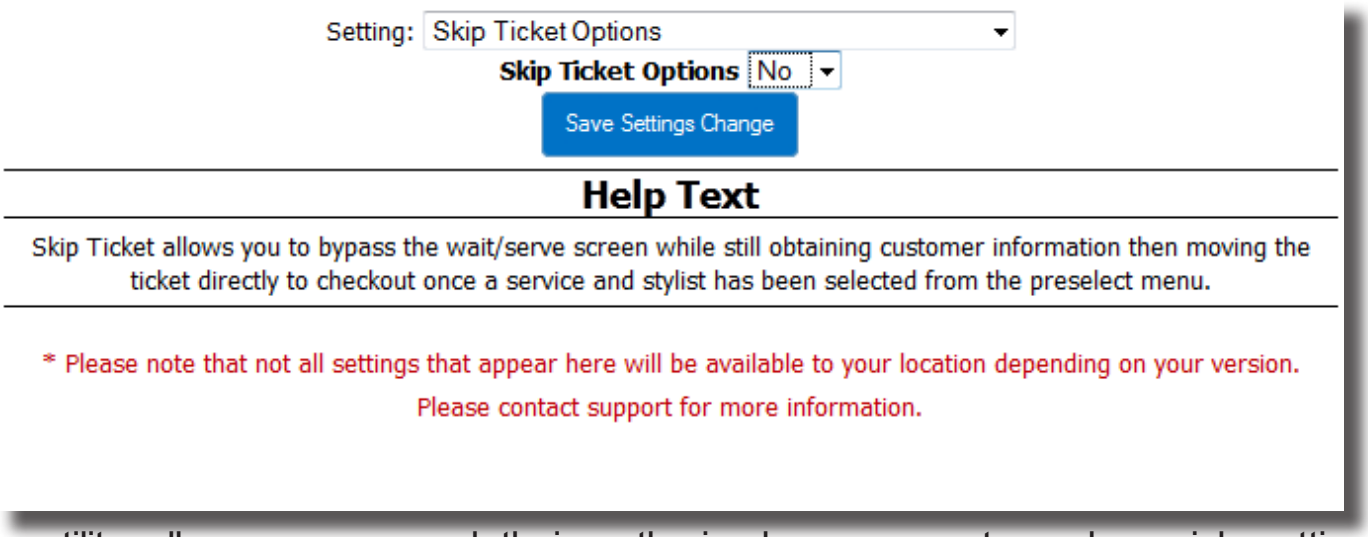


Users of the SalonCheckin functionality will notice an augmented interface in this latest release of iOffice. Coupled with a revamp of the web side check-in interface as well, this service has exploded in both functionality and customization options.

Upon logging in, users will see their store group, along with any stores associated with them in a clean looking roster. Clicking on the “edit” button will allow the user to perform any number of customization options ranging from welcome messages to the uploading of their own original logo.


Mobile Settings
RSD Documentation
Settings
Store Settings
Web Settings
Mobile Settings
Check-in Settings
Check-in mode
Changes the mode in which time availability is displayed to guests. Next-hour check-in provides guests with a 5-minute to 60-minute interval check-in. All-Day check-in provides guests with an hour:minute selector, enabling them to check-in at any time during the business day. This setting can be overwritten at the store level under store settings.
Check-in mode All-Day Check-in
Lead Time
Determines the interval in minutes from the current time in which bookings will be made unavailable. For example, if set to 30, users will only be able to book check-in tickets and appointments 30 mins ahead and beyond. The equivalent setting under Store Settings overrides this group setting. Default is: 0.
Lead Time 0
Ticket Limit for New Guests
Sets a ticket limit for first time SalonCheckin guests. The ticket limit applies for any tickets created for any salons in the SalonCheckin group. Default is 3.
Ticket Limit for New Guests 3
Ticket Limit for Recurring Guests
Sets a ticket limit for recurring SalonCheckin guests. The ticket limit applies for any tickets created for any salons in the SalonCheckin group. Default is 6.
Ticket Limit for Recurring Guests 6
Save Settings
Cancel

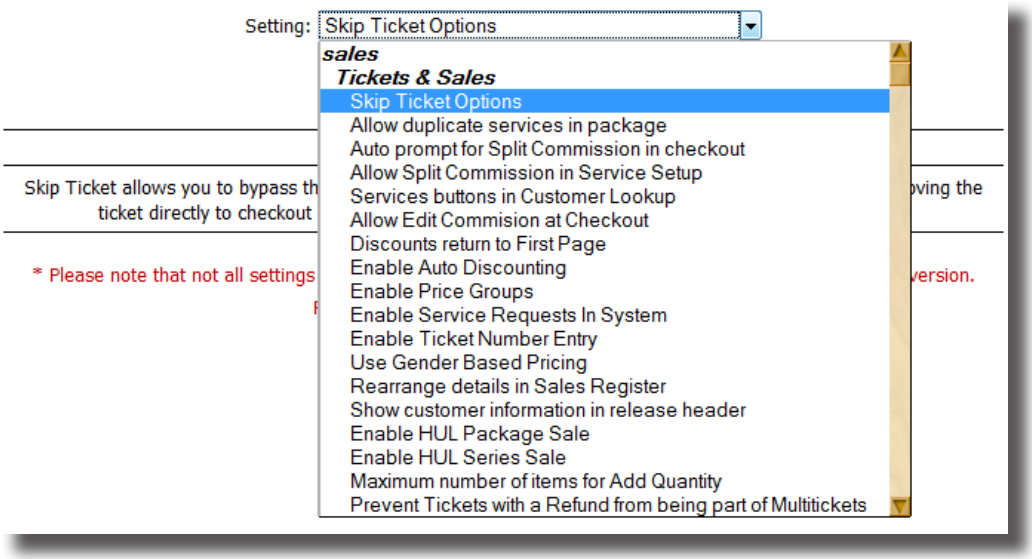
Setup - Settings Change Utility


Setting: Skip Ticket Options
Skip Ticket Options No
Save Settings Change
Help Text
Skip Ticket allows you to bypass the wait/serve screen while still obtaining customer information then moving the ticket directly to checkout once a service and stylist has been selected from the preselect menu.
* Please note that not all settings that appear here will be available to your location depending on your version.
Please contact support for more information.

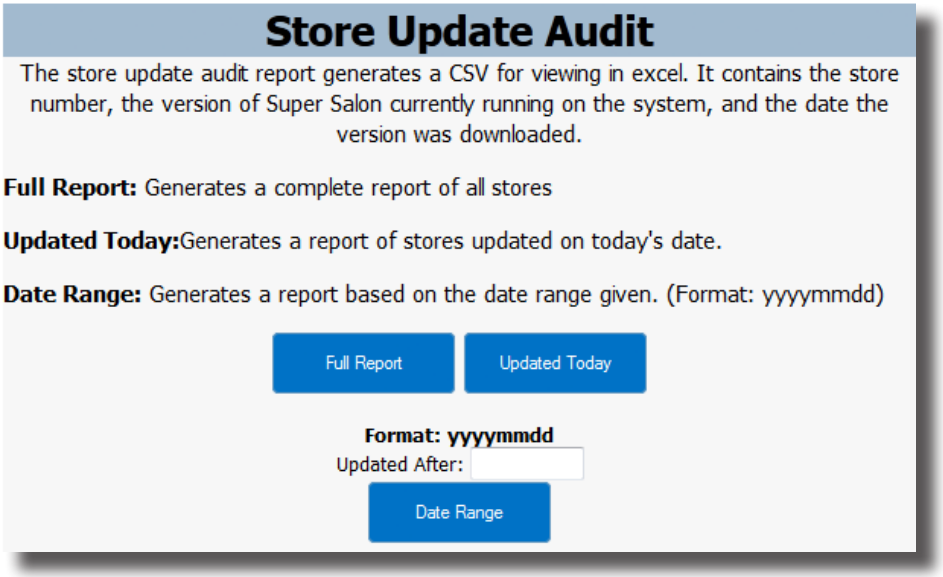
This utility allows owners and their authorized managers to make quick settings adjustments on the fly to any of the stores in their account. Created after popular demand, this utility also presents the user with the possibility of unwittingly making an adjustment they didn't plan on.

Users should be aware that no settings adjustments will take place until the target store performs a standard upload.

All settings available to users in the Setup > Software Settings menu are also available here, and changes are quickly distributed to all salons.


Setting: Skip Ticket Options
sales
Tickets & Sales
Skip Ticket Options
Allow duplicate services in package
Auto prompt for Split Commission in checkout
Allow Split Commission in Service Setup
Services buttons in Customer Lookup
Allow Edit Commision at Checkout
Discounts return to First Page
Enable Auto Discounting
Enable Price Groups
Enable Service Requests In System
Enable Ticket Number Entry
Use Gender Based Pricing
Rearrange details in Sales Register
Show customer information in release header
Enable HUL Package Sale
Enable HUL Series Sale
Maximum number of items for Add Quantity
Prevent Tickets with a Refund from being part of Multitickets
Skip Ticket allows you to bypass th
ticket directly to checkout
* Please note that not all settings

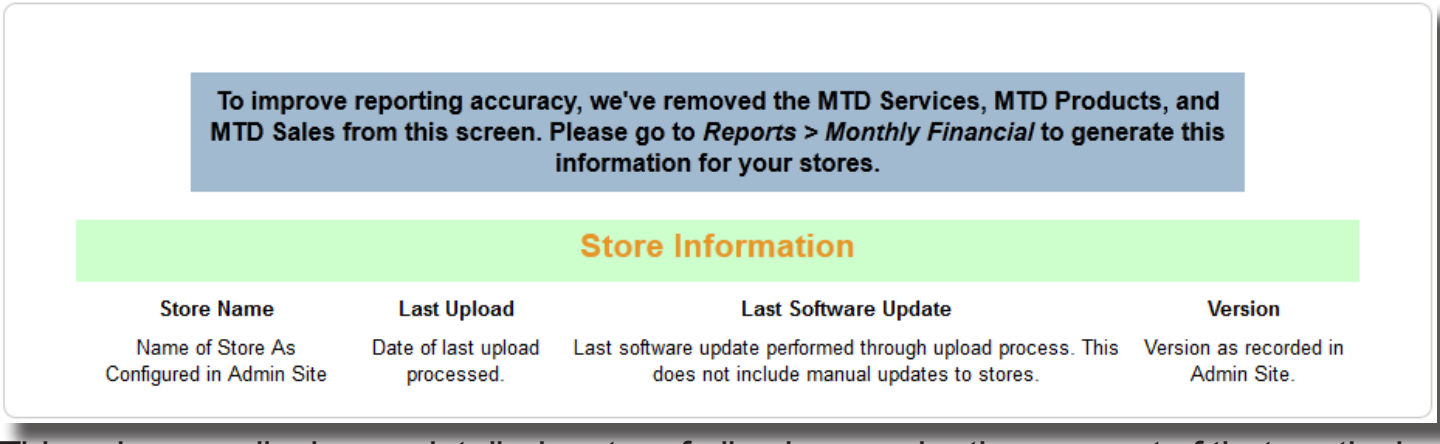
Setup - Store Update Audit


Store Update Audit
The store update audit report generates a CSV for viewing in excel. It contains the store number, the version of Super Salon currently running on the system, and the date the version was downloaded.
Full Report: Generates a complete report of all stores
Updated Today:Generates a report of stores updated on today's date.
Date Range: Generates a report based on the date range given. (Format: yyyymmdd)
Full Report
Updated Today
Format: yyyymmdd
Updated After:
Date Range

This is a new tool for iOffice users and business owners to use for keeping track of their salons' POS software versions, as well as updates that may have taken place. The user is given three different options, all of which are described in detail on the interface.

The results of this query will populate in the form of an Excel (CSV formatted) spreadsheet downloaded to the user's machine. Microsoft Office will be needed to properly view it.

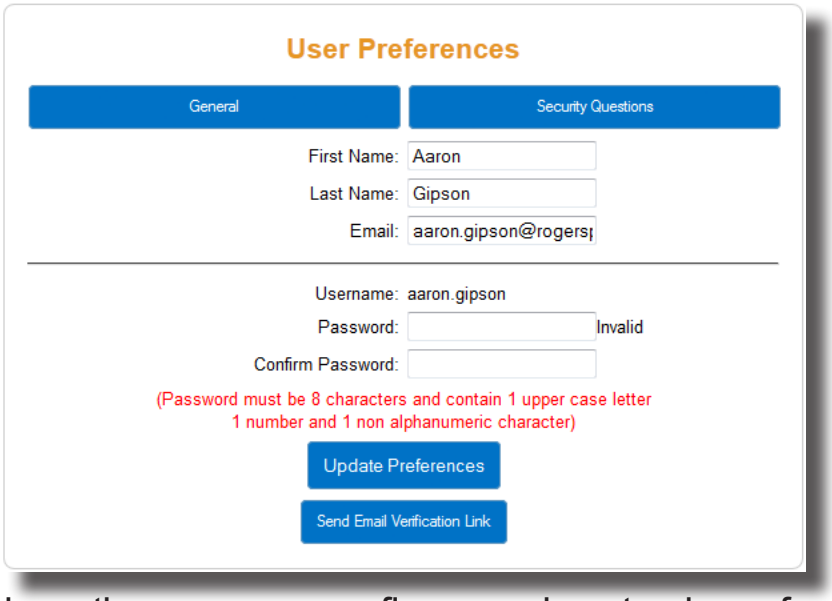
Setup - Stores


To improve reporting accuracy, we've removed the MTD Services, MTD Products, and MTD Sales from this screen. Please go to Reports > Monthly Financial to generate this information for your stores.
Store Information
Store Name
Name of Store As Configured in Admin Site
Last Upload
Date of last upload processed.
Last Software Update
Last software update performed through upload process. This does not include manual updates to stores.
Version
Version as recorded in Admin Site.

This submenu displays a detailed roster of all salons under the account of that particular iOffice login. Stores are listed with their name, time of last upload, and SuperSalon version number.

Clicking on the individual entry will populate this screen where a more detailed view is available that includes the address and contact information for the salon.

Setup - User Prefs.

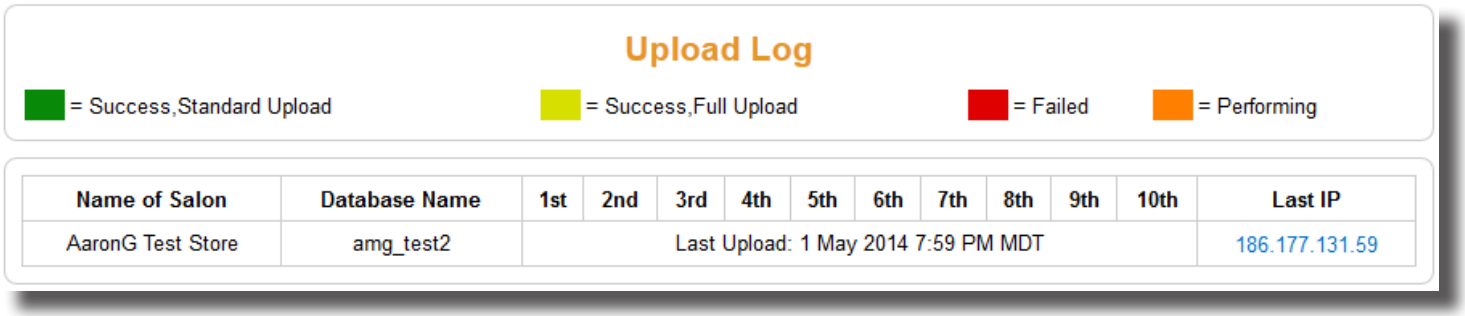


This submenu is where the user can configure and customize a few preferences that are exclusive to their login. Security questions can be put in place for increased levels of protection.

Send Email Verification Link

This area is for users who log onto the iOffice environment and see the message "*** Email not verified ***" message in the upper right hand corner of the home page. Clicking this button will send an email to the given account which will have an imbedded link for the user to click and verify their email.

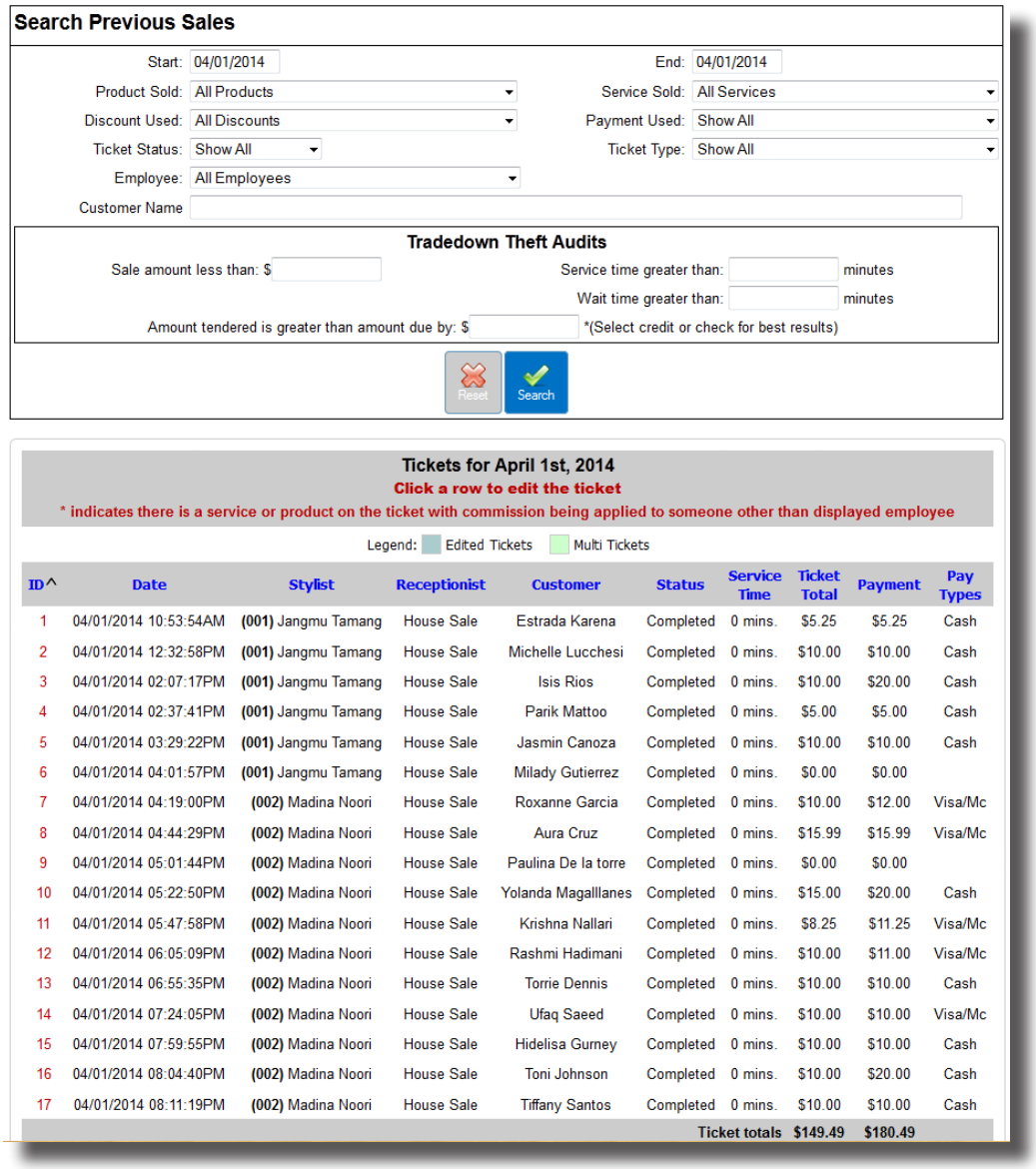
Setup - Upload Log



This submenu displays a color coded roster of all stores and salons in the given iOffice account, along with their last upload time and the IP address from where the upload originated. Where backdoor access is available, clicking on the IP address will activate a link that will engage the remote connection.

Searching and reviewing past upload logs is also available from this submenu by entering the proper date range using the dropdowns on the left.

Part Four: The Sales Tab



Search Previous Sales

Start: 04/01/2014 End: 04/01/2014
Product Sold: All Products Service Sold: All Services
Discount Used: All Discounts Payment Used: Show All
Ticket Status: Show All Ticket Type: Show All
Employee: All Employees
Customer Name

Tradedown Theft Audits

Sale amount less than: $ Service time greater than: minutes
Wait time greater than: minutes
Amount tendered is greater than amount due by: $ *(Select credit or check for best results)

Reset Search

Tickets for April 1st, 2014
Click a row to edit the ticket
* indicates there is a service or product on the ticket with commission being applied to someone other than displayed employee

Legend: Edited Tickets Multi Tickets

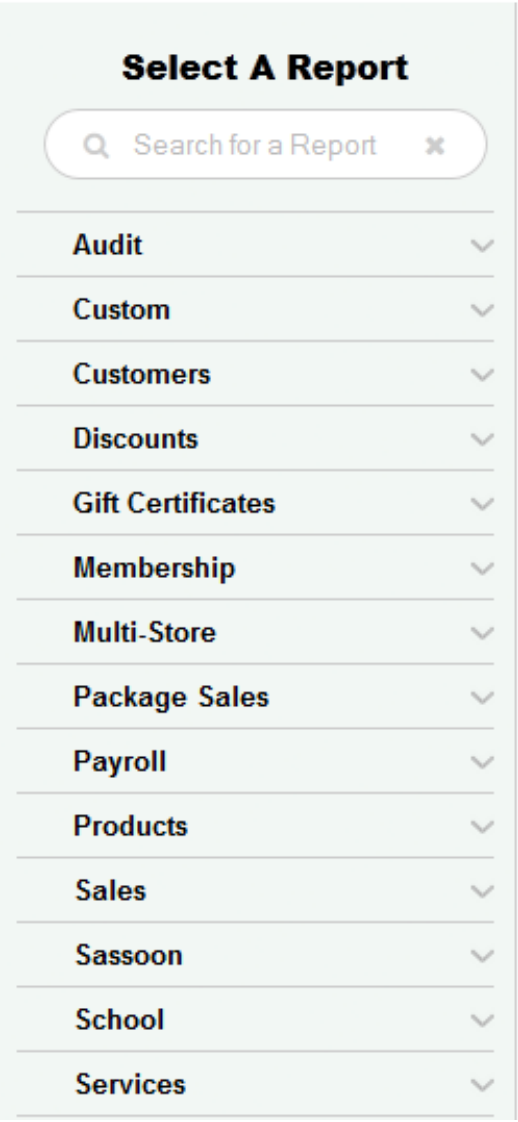
ID^	Date	Stylist	Receptionist	Customer	Status	Service Time	Ticket Total	Payment	Pay Types
1	04/01/2014 10:53:54AM	(001) Jangmu Tamang	House Sale	Estrada Karena	Completed	0 mins.	$5.25	$5.25	Cash
2	04/01/2014 12:32:58PM	(001) Jangmu Tamang	House Sale	Michelle Lucchesi	Completed	0 mins.	$10.00	$10.00	Cash
3	04/01/2014 02:07:17PM	(001) Jangmu Tamang	House Sale	Isis Rios	Completed	0 mins.	$10.00	$20.00	Cash
4	04/01/2014 02:37:41PM	(001) Jangmu Tamang	House Sale	Parik Mattoo	Completed	0 mins.	$5.00	$5.00	Cash
5	04/01/2014 03:29:22PM	(001) Jangmu Tamang	House Sale	Jasmin Canoza	Completed	0 mins.	$10.00	$10.00	Cash
6	04/01/2014 04:01:57PM	(001) Jangmu Tamang	House Sale	Milady Gutierrez	Completed	0 mins.	$0.00	$0.00	
7	04/01/2014 04:19:00PM	(002) Madina Noori	House Sale	Roxanne Garcia	Completed	0 mins.	$10.00	$12.00	Visa/Mc
8	04/01/2014 04:44:29PM	(002) Madina Noori	House Sale	Aura Cruz	Completed	0 mins.	$15.99	$15.99	Visa/Mc
9	04/01/2014 05:01:44PM	(002) Madina Noori	House Sale	Paulina De la torre	Completed	0 mins.	$0.00	$0.00	
10	04/01/2014 05:22:50PM	(002) Madina Noori	House Sale	Yolanda Magalllanes	Completed	0 mins.	$15.00	$20.00	Cash
11	04/01/2014 05:47:58PM	(002) Madina Noori	House Sale	Krishna Nallari	Completed	0 mins.	$8.25	$11.25	Visa/Mc
12	04/01/2014 06:05:09PM	(002) Madina Noori	House Sale	Rashmi Hadimani	Completed	0 mins.	$10.00	$11.00	Visa/Mc
13	04/01/2014 06:55:35PM	(002) Madina Noori	House Sale	Torrie Dennis	Completed	0 mins.	$10.00	$10.00	Cash
14	04/01/2014 07:24:05PM	(002) Madina Noori	House Sale	Ufaq Saeed	Completed	0 mins.	$10.00	$10.00	Visa/Mc
15	04/01/2014 07:59:55PM	(002) Madina Noori	House Sale	Hidelisa Gurney	Completed	0 mins.	$10.00	$10.00	Cash
16	04/01/2014 08:04:40PM	(002) Madina Noori	House Sale	Toni Johnson	Completed	0 mins.	$10.00	$20.00	Cash
17	04/01/2014 08:11:19PM	(002) Madina Noori	House Sale	Tiffany Santos	Completed	0 mins.	$10.00	$10.00	Cash
						Ticket totals	$149.49	$180.49	

There are no specific submenus under the Sales tab as it is merely a reflection of the current day's "Search Sales" functionality which is a submenu of the Manager tab. However, the iOffice version of this Sales screen a little more limited than that of the SuperSalon point-of-sale system.

Users in iOffice can only view and make changes to assigned commissions from this interface as it is not connected to any checkout hardware like the drawer or receipt printer. Therefore, editing and voiding entire tickets is impossible from the iOffice version of this functionality.

Should owners find the need to edit or void tickets, they should do so either via backdoor access, or through a delegated manager who is onsite at the salon.

Part Five: The Reports Tab



The Reports tab is one of the more outstanding features of the iOffice environment, and where many owners spend most of their time while accessing this tool. Although it also corresponds with the Reports tab in the point-of-sale system, there are far more reports available to the iOffice user that allow for trend forecasting, payroll maintenance, and internal audit functionalities. A brief summary of each report is available in this section.

Most common uses:

Payroll and commission calculation.

Reviewing and forecasting trends through production reports that can be run for every possible time period since the initial installation of the SuperSalon software.

Close audit of credit card transactions that occur utilizing integrated processing.

Running comparisons of multiple stores in a single account from a myriad of angles, utilizing an enormous amount of different metrics.

Reports Terminology

While SuperSalon has a significant number of reports available, most of them contain the same basic information or variation thereof. The major differences between the reports is mostly cosmetic, or in other words, how the information is presented and what filters can be used to narrow down your searches. The basic components of most reports is as follows:

Average Cut Time

The Average Cut Time is calculated based off of the ticket service times. It only factors in tickets that are sold with a service Categorize as Haircut.

Average Time Between Cuts

The Average Time Between Cuts is calculated based off of the time in between tickets that are sold with a haircut on them.

Commission

The Commission total, usually represented as Com. on most reports, is a figure calculated using a mix of the same guidelines to calculate Net and Gross. Only services or products that are eligible for commission are included in the total and this is further affected by any discounts that are used during the transaction as well as Non Commissionable Shop Charges.

In order to ensure that the number for this total is accurate, it is important to make sure that “Apply Discount to Sale Commission” Discounts is configured properly, as well as the correct discounts are used on Check-Out. It is also important to make sure that any Non Commissionable Shop charges are set up properly prior to sales taking place. Non Commissionable Shop charges directly subtract from the Commission amount of a service.

Because of the nature of this field, it is not unusual for the total to fall somewhere in between Net and Gross or even to be the same amount as either of the two other totals depending on your system settings.

Count

The count field is used throughout many of the different SuperSalon reports to refer to how much of a particular item there is. This could be anything from the number of times

a discount was used to how many times a certain service or product was sold. This field adapts itself to the report in question when displaying its numerical data.

Customer Statistics

Customer Statistics include Customer Age, Gender, Source, if they're New or Recurring, as well as which offers and requests they've accepted. All of the totals for the statistics are calculated based off of the information entered at the time of customer creation and are only counted when the customer is used on a ticket that completes Check-Out.

When the Statistics are listed in the various iOffice reports, they are usually presented with a count of the number of customers who fall into that category, and in some cases, the amount of Net or Gross revenue generated from their visits. At times, this is further broken up between Net Service/ Product and Gross Service/Product.

In situations where Customer Data is not known because it was not entered, iOffice uses a separate category called Unknown to display the information.

Discounts

Reports that show discount amounts do so by looking at which discounts are applied to a service or product at the time of Check-Out. The total amount subtracted from a particular product or service sale will then be displayed. In order to ensure that the totals represented in this column are accurate, it is important to make sure that the discounts your locations choose to use are set up properly as well as applied correctly at the time of Check-Out.

Discounts have modifiers such as "Free Service" or "Bounce-Back" which can also be used to gather specific data demographic data.

Gross/Net

Gross is the amount of money the location brought in before discounts are subtracted from the total. Net is the amount of money the location brought in after discounts are subtracted from the Gross. Both figures do not include sales tax or employee tips in their total.

When iOffice is reporting Net and Gross it is taking a look at the transaction data generated from employees entering tickets into the system. Since Net and Gross are dependent on ticket information, it is important to make sure that when checking out customers, it is

done properly. A misentered ticket could potentiality throw off the calculation resulting in bad data being reported.

iOffice has the ability to divide Net and Gross up between Product and Service sales. In situations where this is occurring, the information is calculated the same way as before, except instead of looking at all of the location's sales data, iOffice confines it to revenue generated from Product or Service sales. Since iOffice looks at the individual items on a ticket when calculating this information, tickets that include both products and services will still have their information accurately reported.

Because gift cards and certificates do not fall under either Products or Services, they are tracked separately from the two. When a Gift Card/Certificate is sold to a customer, it will have no affect on either the Net or Gross for Product/Service sales. Product/Service Net and Gross will only be affected at the time the Gift Card/Certificate is actually redeemed. It will, however, factor into the Total Net/Gross figures.

Total Net and Total Gross are calculated by adding together Product and Service Net/Gross along with any other extraneous sales figures such as Gift Card/Certificates and Requests

Gross/Net Services or Products an Hour
This figure is calculated by taking the Gross and Net totals for product and/or services and dividing it by the total production hours an employee has. Another name that this figure is also known by is PPH (Production Per Hour).

Haircuts
The Haircut field is calculated using the transaction data from the time of Check-Out. It is the number of services sold that have their Category set as Haircut. Even if a service has the word "Haircut" in it's name, if the category is not set properly as "Haircut" it will not be counted towards the total.

Haircuts/Hour
When the total number of haircuts an hour is displayed, this figure is calculated by dividing the Haircut count with the Production hours for a given employee.

Non-Production/Production Hours

Production and Non-Production hours are calculated based off of the position used when an employee clocks in. If an employee clocks in under a position that is not flagged for production, then calculations that require production hours to complete their calculations will be incorrect.

In almost all cases, employees who perform services or sell products will want to be clocked in using production hours while employees who focus only on administration or receptionist duties will want to be clocked in under a position not flagged for production.

iOffice displays hours that are not considered Production as “Other Hours”. In situations where employees have both Production Hours and Other Hours, these are combined into a third field known as Total Hours.

Payment Methods

On reports that deal with Closeout Information, a list of the different payment methods created in the system as well as the amount they have closed out with will be displayed.

Products Per Guest (PPG)

PPG is calculated by dividing the Net Product sales total by the Total Number of Customers to visit the location during the date range selected.

Refund/Redo

Refund totals are calculated using the service and product information entered at the time of Check- Out. On every report where the Refund amounts are listed, this figure has already been subtracted from the location Net and Gross totals, as well as the Commission total if applicable. There is no need to manually subtract the totals yourself as this figure is mostly for auditing purposes.

Redo totals are calculated using the service information entered at the time of Check-Out. Redoes vary slightly from refunds in that they are specific to service sales. When a refund is completed in iOffice, the funds for the service or product are given back to the customer. When a Redo is completed, the service is both refunded and sold back to the customer so there is no gain or loss to the location. For auditing purposes, on reports where refunds are listed, the Refund total will increase by the amount that was refunded to the customer without taking into account the service that was sold back.

Reported +/- and Actual +/-

This field appears on certain reports as a diagnostic aid to determine whether or not the location is uploading their information to iOffice correctly. It does so by comparing the computed close out totals in the iOffice database to the ticket totals in the iOffice database. In the event the two fields do not match, that usually means that the upload did not complete correctly and it is necessary to re-save the closeout and upload again.

Requests

Requests are calculated using the service request feature. When an employee is selected as being requested by a customer, it increases the request count for that employee. Because Requests are counted as a service, they can artificially inflate your service count and even average service sales (if your location charges for employee requests). This can be circumvented by turning off the option that includes Requests in Service Sales (See Software Settings). If this is done, requests will be counted separately from the service totals.

Retail to Net (RTN)

Retail to net is the percentage of retail sales to total net sales. It is calculated by taking the net product sales, dividing it by the total net (combination of product, service, gift, requests), and then multiplying the resulting number by 100.

On the payroll report, RTN is calculated using the Product and Service Commission totals as opposed to actual Net.

Retail to Service [Net] (RTS)

Retail to Service Net is the percentage of retail sales to net service sales. It is calculated by taking the net product sales, dividing it by the net service sales, and then multiplying the resulting number 100.

On the payroll report, RTS is calculated using the Product and Service Commission total as opposed to true net.

Sales Per Hour (SPH)

SPH is specific to the payroll report. Whereas PPH is calculated using Net and Gross

depending on what the report is trying to accomplish, SpH is always calculated by dividing the employee Commission total by the number of production hours worked for the given time range.

Service and Product Categories

On reports that provide a breakdown of different service and product sales based on their category, the information is pulled from the transaction data created when a ticket has finished Check-Out. In order to ensure that the correct categories are presented, it is important to make sure service and product categories are set up correctly.

Ticket Average

Ticket Average, or T.A., is calculated by adding together the total of amount due for all completed tickets during a given range and then dividing the resulting number by the amount of completed tickets there were.

Depending on the report, modifiers can be used to provide a more thorough breakdown, such as only giving the ticket average for male or female customers, or even only giving the average service sale or product sale per ticket.

Tips

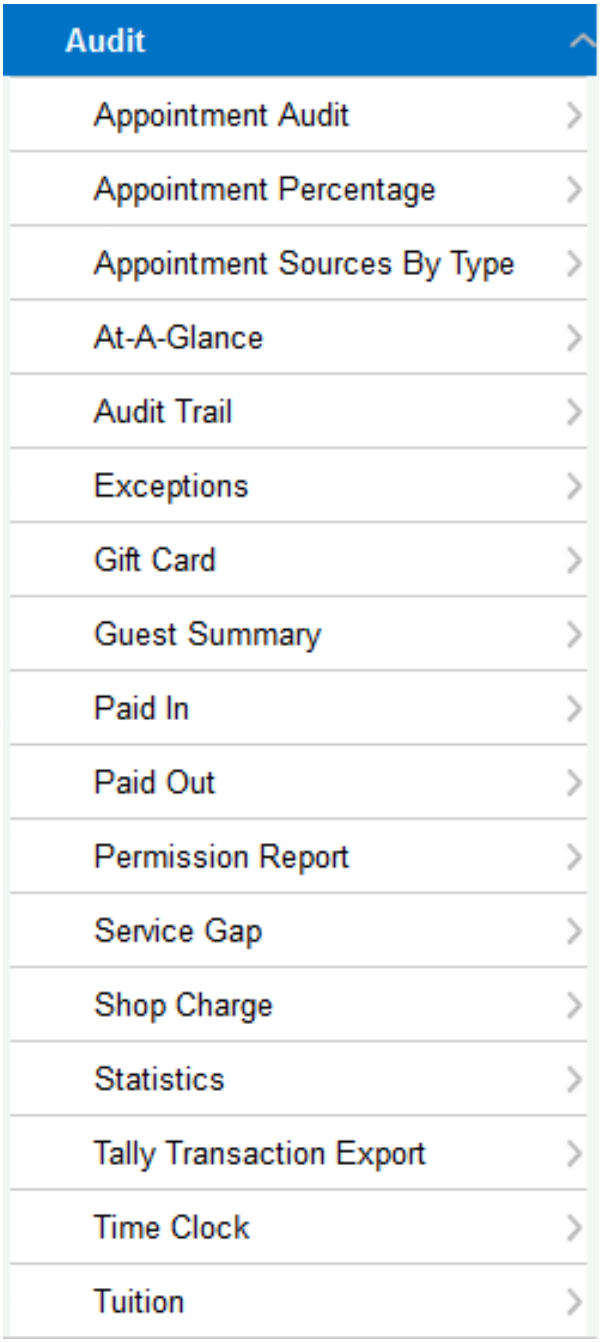
Tips are calculated using the employee tip information entered at Check-Out. In order to ensure that accurate tip data is gathered for employees, it's important to make sure that "Track Employee Tips" on page 75 is enabled and that employees are actually entering their tip data.

By default, any tip on a credit card transaction that is not assigned to an employee will be credited towards house.

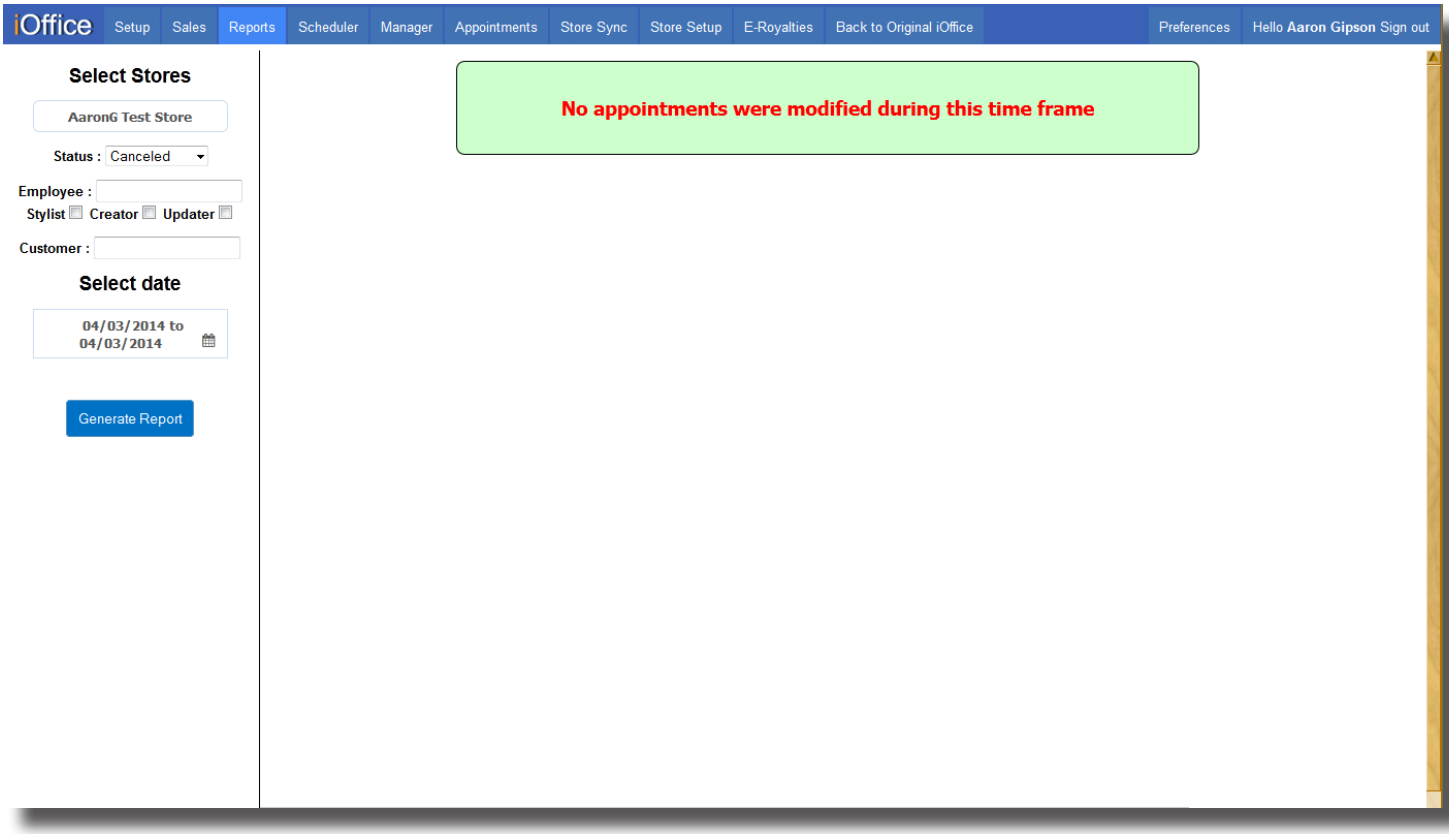
Voids

Reports that list the total number of voids pull the data from tickets that have been cancelled. Only tickets that have their status set as void are counted in the calculation.

Part Six: Audit Reports



Appointment Audit



Displays all appointments that have been edited for a given timeframe, along with naming which individual employee made the change.

Appointment Percentage

Appointment Percentage Report

RSD Documentation

From 05/07/2013 To 05/31/2014

Technician	# Cancel	% Cancel	# No Shows	% No Show	# Appt Booked	% Booked	% Avail	# Men	% Men	# Women	% Women
Zoe11	0	0.00%	4	100.00%	4	0.09%	99.91%	0	0.00%	0	0.00%
Carl5	0	0.00%	2	100.00%	2	0.08%	99.92%	0	0.00%	0	0.00%
Clipper10	0	0.00%	3	100.00%	3	0.17%	99.83%	0	0.00%	0	0.00%
Jessica8	0	0.00%	4	100.00%	4	0.13%	99.87%	0	0.00%	0	0.00%
Delilah13	0	0.00%	4	100.00%	4	0.09%	99.91%	0	0.00%	0	0.00%
Paty16	0	0.00%	2	100.00%	2	1.01%	98.99%	0	0.00%	0	0.00%
Sheryl14	0	0.00%	1	100.00%	1	1.01%	98.99%	0	0.00%	0	0.00%
Wendy18	0	0.00%	1	100.00%	1	0.28%	99.72%	0	0.00%	0	0.00%
Manfred21	0	0.00%	1	100.00%	1	0.49%	99.51%	0	0.00%	0	0.00%
Edna1	0	0.00%	1	100.00%	1	0.06%	99.94%	0	0.00%	0	0.00%
Dan20	0	0.00%	1	100.00%	1	0.00%	100.00%	0	0.00%	0	0.00%
Laura19	0	0.00%	1	100.00%	1	1.03%	98.97%	0	0.00%	0	0.00%
John15	0	0.00%	1	100.00%	1	0.68%	99.32%	0	0.00%	0	0.00%
Vanessa	0	0.00%	0	0.00%	0	0.00%	100.00%	0	0.00%	0	0.00%
Candia	0	0.00%	0	0.00%	0	0.00%	100.00%	0	0.00%	0	0.00%
Natalie	0	0.00%	0	0.00%	0	0.00%	100.00%	0	0.00%	0	0.00%
Kwan	0	0.00%	0	0.00%	0	0.00%	100.00%	0	0.00%	0	0.00%
Lorena	0	0.00%	0	0.00%	0	0.00%	100.00%	0	0.00%	0	0.00%
Salon Total	**0**	**0%**	**26**	**100.00%**	**26**	**0.00%**	100.00%	**0**	**0%**	**0**	**0%**

This report presents data on all appointments, broken down by individual employee. It further shows the percentage of no-shows and cancellations along with demographic information.

At a Glance

At-A-Glance
May 1, 2013 - May 31, 2014

Store Name	Net Services	Net Products	Total Net $	Net Gift Certificates (sold)	Discounts	Prod. Hours	Services/Hour	Products/Hour
RSD Documentation	$460.90	$141.25	$602.15	$0.00	$21.95	37.30 hrs.	$12.36/hr.	$3.79/hr.
SBBSD	$100672.59	$515.00	$101187.59	$44.00	$36774.50	4652.33 hrs.	$21.64/hr.	$0.11/hr.
SBBSD	$133619.13	$377.50	$133996.63	$0.00	$26115.50	4636.93 hrs.	$28.82/hr.	$0.08/hr.
SBBSD	$88714.06	$901.00	$89615.06	$11.00	$15494.00	4608.06 hrs.	$19.25/hr.	$0.20/hr.
SBBSJ	$162314.92	$370.00	$162684.92	$0.00	$38222.87	5657.90 hrs.	$28.69/hr.	$0.07/hr.
SBBSJ	$132452.03	$1120.00	$133572.03	$20.00	$27419.25	5396.97 hrs.	$24.54/hr.	$0.21/hr.
Totals	$618233.63	$3424.75	$621658.38	$75.00	$144048.07	24989.49 hrs.	$24.74/hr.	$0.14/hr.

Displays a simple column list of all net service and retail performance as well as gift certificates and other metrics. Ideally, this report is to be used with multiple salons, as in our visual example above.

Audit Trail

Audit Trail - Employee
6/1/2013 - 6/29/2013
RSD Documentation - amg_test2

Employee Changed	Field Changed	Old Value	New Value	Change Date	Changed By
(2) Carl Brutnadilewski	First Name	Brutananrl	Carl	06-04-2013 02:40 pm	Owner
(2) Carl Brutnadilewski	Last Name	Caadilewsk	brutananadilewski	06-04-2013 02:40 pm	Owner
(2) Carl Brutnadilewski	Last Name	brutananadilewski	Brutananadilewski	06-04-2013 02:40 pm	Owner
(4) Clipper MacGhee	First Name	Macppe	Clipper	06-04-2013 02:41 pm	Owner
(4) Clipper MacGhee	Last Name	Clighe	MacGhee	06-04-2013 02:41 pm	Owner
(7) Delilah Samson	First Name	Samila	Delilah	06-04-2013 02:41 pm	Owner
(7) Delilah Samson	Last Name	Delson	Samson	06-04-2013 02:41 pm	Owner
(3) Jessica James	First Name	Jasic	Jessica	06-04-2013 02:42 pm	Owner
(3) Jessica James	Last Name	Jesme	James	06-04-2013 02:42 pm	Owner
(5) Zoe Cuts	First Name	Ni	Zoe	06-04-2013 02:43 pm	Owner
(5) Zoe Cuts	Last Name	Zo	Cuts	06-04-2013 02:43 pm	Owner
(6) Vanessa Fernandez	First Name	Ferness	Vanessa	06-04-2013 02:43 pm	Owner
(6) Vanessa Fernandez	Last Name	Vanande	Fernandez	06-04-2013 02:43 pm	Owner
(1) Edna St. Jack	First Name	St. na	Edna	06-04-2013 02:44 pm	Owner
(1) Edna St. Jack	Last Name	Edjack	St. Jack	06-04-2013 02:44 pm	Owner

This report tracks changes made on the SuperSalon point-of-sale system, where they have been made, and under which individual login the action was performed under.

Exceptions

Exception Report
Wednesday 05/1/2013 - Saturday 05/31/2014

RSD Documentation

Employee	Non-Production Services	Cuts Over 20	Cuts Under 5	Avg. Cut Time
Brutnadilewski, Carl	0	0	2	0.88 mins.
MacGhee, Clipper	0	0	4	9.07 mins.
Cuts, Zoe	0	1	1	25.64 mins.
Fernandez, Vanessa	0	1	2	28.29 mins.
Samson, Delilah	0	1	1	7 mins.

Displays the amount of nonproduction services performed, and which salon employee performed them.

Gift Card Transactions

Gift Card Transactions Report
Store: MJ
Date: 04/04/2014 - 05/02/2014

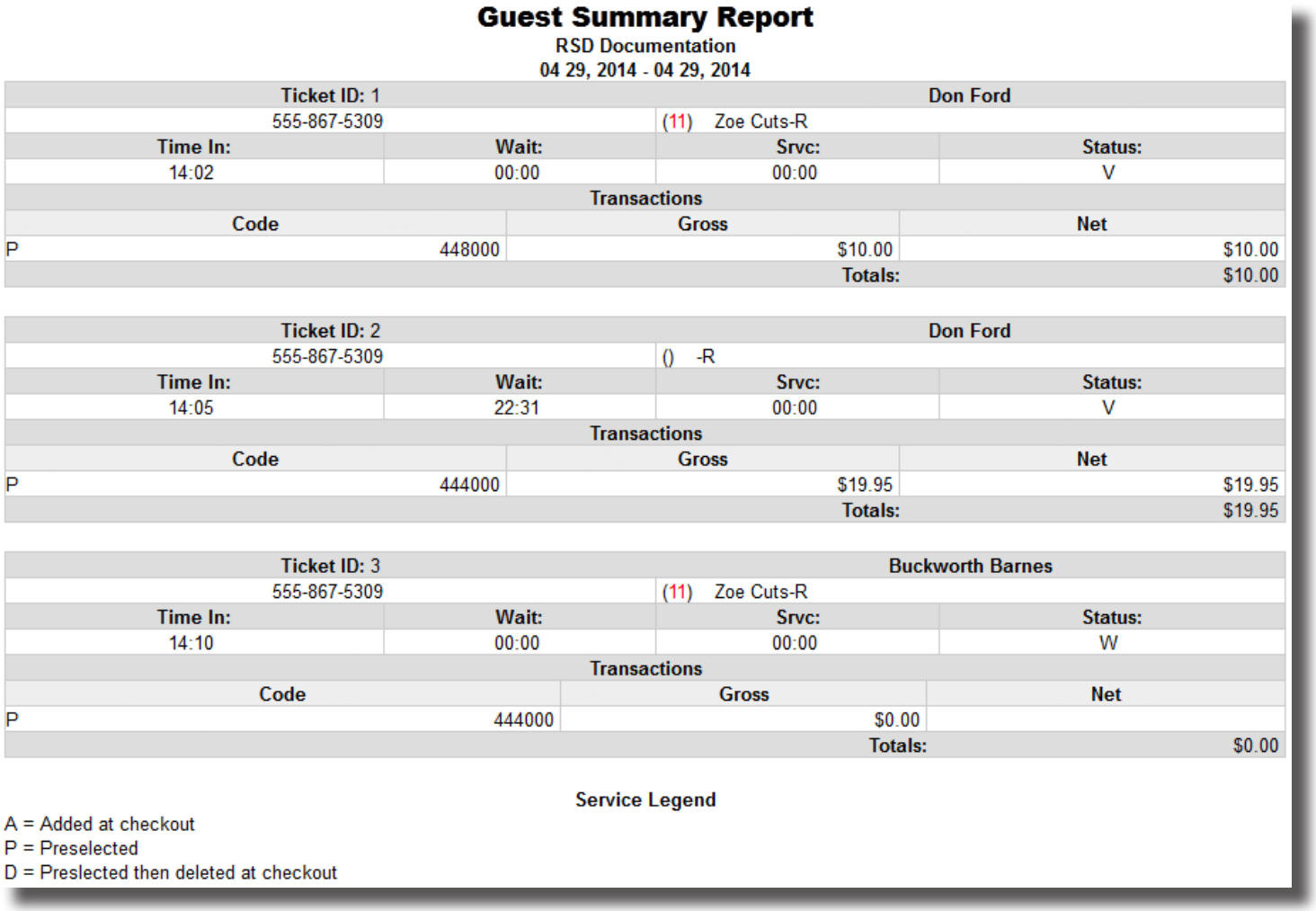
Ticket Date	Response Time	Daily ID	Status	Type	Auth Code	Name	Card#	Response	Amnt	Tip	Auth Amnt	Balance	Stylist
04/07/2014 05:11:54 PM	04/07/2014 04:04:30 PM	(52)	PROCESSED	Redemption	001200	RGSUS	6006**********6029	AUTH	12.00	0.00	12.00	12.00	FIELD
04/08/2014 01:05:42 PM	04/08/2014 11:56:22 AM	(26,27,28)	PROCESSED	Redemption	002500	RGSUS	6006**********6734	AUTH	25.00	0.00	25.00	0.00	GARGAS
04/13/2014 03:57:24 PM	04/13/2014 02:08:23 PM	(104)	PROCESSED	Redemption	001500	RGSUS	6006**********4238	AUTH	15.00	0.00	15.00	0.00	CREGG
04/15/2014 02:53:04 PM	04/15/2014 12:53:35 PM	(36)	PROCESSED	IssueGiftCard	002500	RGSUS	6006**********3274	AUTH	25.00	0.00	25.00	25.00	House Sale
04/18/2014 12:11:37 PM	04/18/2014 10:33:23 AM	(47)	PROCESSED	Redemption	001995	RGSUS	6006**********4253	AUTH	19.95	0.00	19.95	10.05	WALSH
04/21/2014 10:43:29 AM	04/21/2014 09:20:26 AM	(16)	PROCESSED	Redemption	001200	RGSUS	6006**********6029	AUTH	12.00	0.00	12.00	0.00	CHACE-EDDY

# of Processed Balance Inquiry		# of Declined		Redemption	83.95

TOTAL IssueGiftCard	25.00
TOTAL Issued	25.00

This date ranged report will display all gift card transactions within a given time frame, and further filters the data by response time and individual stylist.

Guest Summary



Guest Summary Report

RSD Documentation

04 29, 2014 - 04 29, 2014

Ticket ID: 1		Don Ford	
555-867-5309		(11) Zoe Cuts-R	
Time In:	**Wait:**	**Srvc:**	**Status:**
14:02	00:00	00:00	V

Transactions

Code		Gross	Net
P	448000	$10.00	$10.00
		Totals:	$10.00

Ticket ID: 2		Don Ford	
555-867-5309		() -R	
Time In:	**Wait:**	**Srvc:**	**Status:**
14:05	22:31	00:00	V

Transactions

Code		Gross	Net
P	444000	$19.95	$19.95
		Totals:	$19.95

Ticket ID: 3		Buckworth Barnes	
555-867-5309		(11) Zoe Cuts-R	
Time In:	**Wait:**	**Srvc:**	**Status:**
14:10	00:00	00:00	W

Transactions

Code		Gross	Net
P	444000	$0.00	
		Totals:	$0.00

Service Legend

A = Added at checkout
P = Preselected
D = Preslected then deleted at checkout

Presents a daily snapshot of all tickets processed in the SuperSalon point-of-sale system for a given day.

Paid In

Paidin - Mike C Test Store
February 18, 2013 - February 1, 2014

Date	Employee	Vendor	Payin Reason	Account	Payment	Tax
10:45AM 02-19-2013	Medin, Harga	REGIS			500.00	0.00
01:40PM 02-21-2013	Owner	REGIS			234.00	0.00

Presents all paid-ins performed by the salon on a given date range, the employee who processed them, the amount, and the notated reason for the adjustment.

Paid Out

Paidout

May 1, 2013 - May 2, 2014

Date	Employee	Vendor	Payout Reason	Payment $
10:18AM 05-25-2013	JENNIFER	wal mart	Laundry detergent.	$8.27
10:03AM 07-29-2013	AMANDA	Amanda	Serial to USB adapter for receipt printer	$38.84
06:05PM 02-28-2014	AMANDA	amanda	Laundry Soap	$15.81
Total				**$62.92**

This report tracks all of the paidouts performed by the salon in addition to the employees who performed them, the vendor, and the total amount.

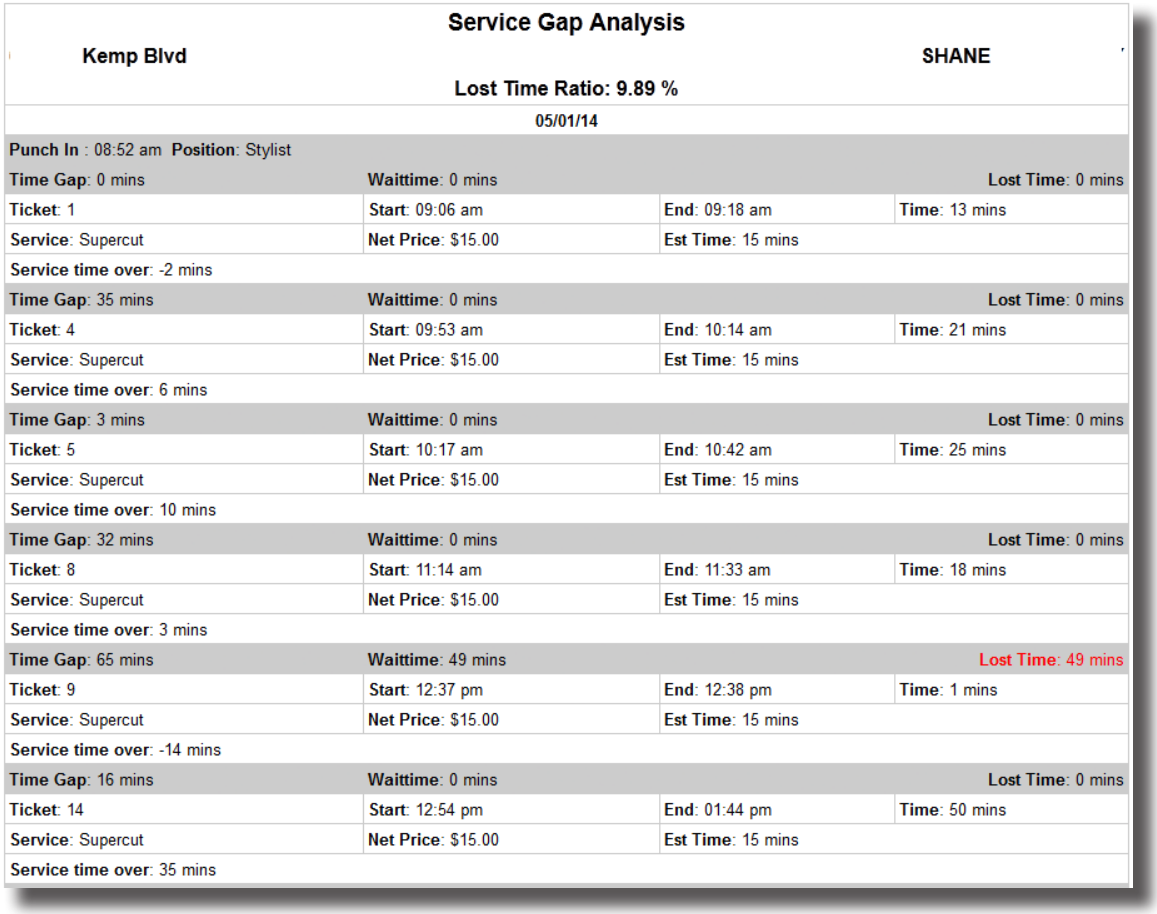
Permission Report

Permissions & Settings Report

Permission	Group	RSD Documentation
Appointments - Add Block	Manager	Yes
Appointments - Add Block	Receptionist	Yes
Appointments - Add Block	Stylist	Yes
Appointments - Edit Internal Notes	Manager	No
Appointments - Edit Internal Notes	Receptionist	No
Appointments - Edit Internal Notes	Stylist	No
Appointments - View Internal Notes	Manager	No
Appointments - View Internal Notes	Receptionist	No
Appointments - View Internal Notes	Stylist	No
Appointments - Waiting Tickets	Manager	No
Appointments - Waiting Tickets	Receptionist	No
Appointments - Waiting Tickets	Stylist	No
Checkout - Blank Cards	Manager	Yes
Checkout - Blank Cards	Receptionist	Yes
Checkout - Blank Cards	Stylist	Yes
Checkout - Call Ahead	Manager	Yes
Checkout - Call Ahead	Receptionist	Yes
Checkout - Call Ahead	Stylist	Yes
Checkout - Cancel	Manager	Yes
Checkout - Cancel	Receptionist	Yes
Checkout - Cancel	Stylist	Yes
Checkout - Check-Out	Manager	Yes
Checkout - Check-Out	Receptionist	Yes
Checkout - Check-Out	Stylist	Yes
Checkout - Chemical Release	Manager	Yes
Checkout - Chemical Release	Receptionist	Yes
Checkout - Chemical Release	Stylist	Yes
Checkout - Look & Walk	Manager	Yes
Checkout - Look & Walk	Receptionist	Yes
Checkout - Look & Walk	Stylist	Yes
Checkout - More	Manager	Yes
Checkout - More	Receptionist	Yes
Checkout - More	Stylist	Yes
Checkout - New Ticket	Manager	Yes
Checkout - New Ticket	Receptionist	Yes

Shows a one page display of all authentucation settings within one salon's POS. Changes cannot be made from this screen however, as that function is still in the Setup tab.

Service Gap



Service Gap Analysis

Kemp Blvd — **SHANE**

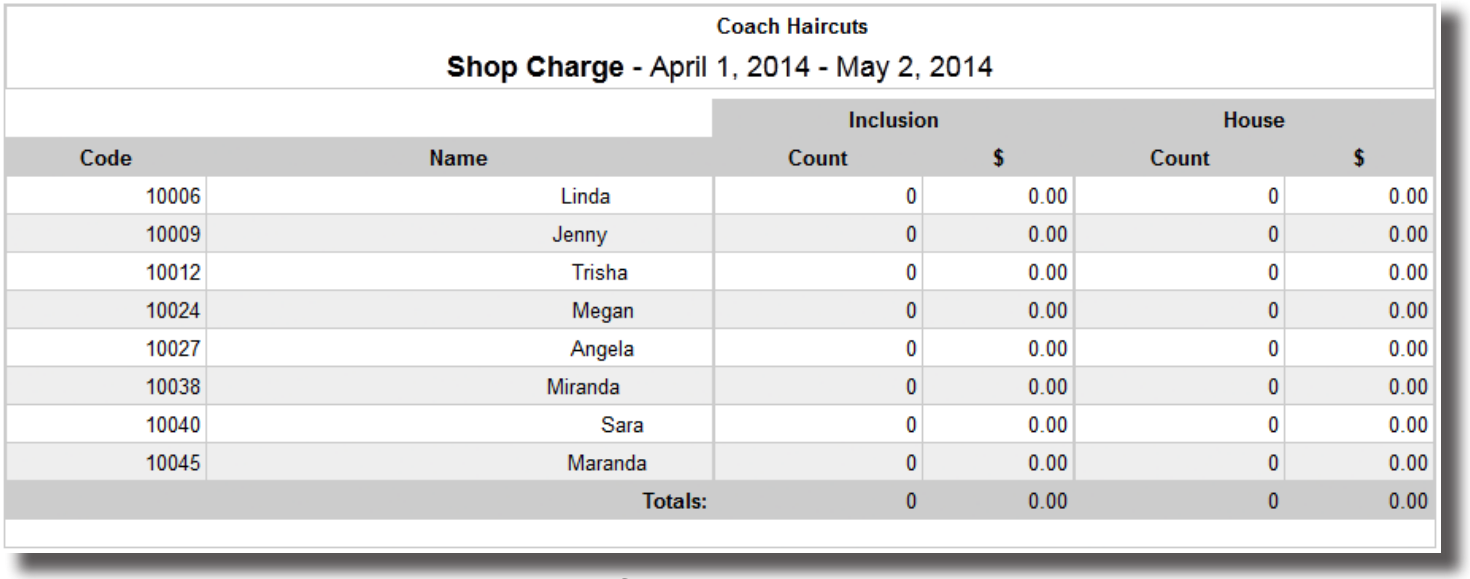
Lost Time Ratio: 9.89 %

05/01/14

Punch In : 08:52 am **Position**: Stylist			
Time Gap: 0 mins	**Waittime**: 0 mins		**Lost Time**: 0 mins
Ticket: 1	**Start**: 09:06 am	**End**: 09:18 am	**Time**: 13 mins
Service: Supercut	**Net Price**: $15.00	**Est Time**: 15 mins	
Service time over: -2 mins			
Time Gap: 35 mins	**Waittime**: 0 mins		**Lost Time**: 0 mins
Ticket: 4	**Start**: 09:53 am	**End**: 10:14 am	**Time**: 21 mins
Service: Supercut	**Net Price**: $15.00	**Est Time**: 15 mins	
Service time over: 6 mins			
Time Gap: 3 mins	**Waittime**: 0 mins		**Lost Time**: 0 mins
Ticket: 5	**Start**: 10:17 am	**End**: 10:42 am	**Time**: 25 mins
Service: Supercut	**Net Price**: $15.00	**Est Time**: 15 mins	
Service time over: 10 mins			
Time Gap: 32 mins	**Waittime**: 0 mins		**Lost Time**: 0 mins
Ticket: 8	**Start**: 11:14 am	**End**: 11:33 am	**Time**: 18 mins
Service: Supercut	**Net Price**: $15.00	**Est Time**: 15 mins	
Service time over: 3 mins			
Time Gap: 65 mins	**Waittime**: 49 mins		Lost Time: 49 mins
Ticket: 9	**Start**: 12:37 pm	**End**: 12:38 pm	**Time**: 1 mins
Service: Supercut	**Net Price**: $15.00	**Est Time**: 15 mins	
Service time over: -14 mins			
Time Gap: 16 mins	**Waittime**: 0 mins		**Lost Time**: 0 mins
Ticket: 14	**Start**: 12:54 pm	**End**: 01:44 pm	**Time**: 50 mins
Service: Supercut	**Net Price**: $15.00	**Est Time**: 15 mins	
Service time over: 35 mins			

Displays all lost time incurred by employees based on a user defined time limit, and it also takes into consideration staffing and clock in times for increased accuracy.

Shop Charge



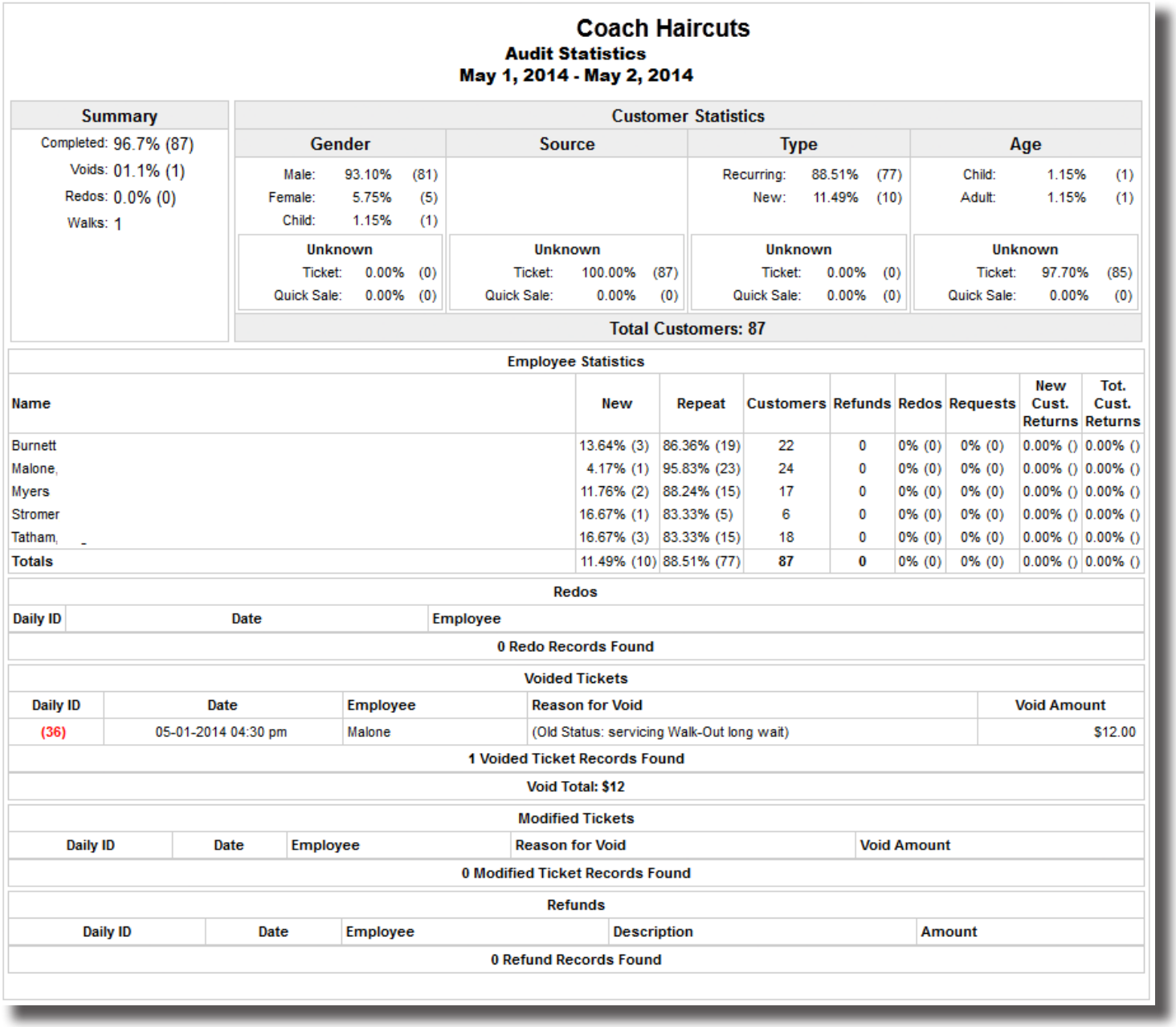
Coach Haircuts

Shop Charge - April 1, 2014 - May 2, 2014

		Inclusion		House	
Code	**Name**	**Count**	**$**	**Count**	**$**
10006	Linda	0	0.00	0	0.00
10009	Jenny	0	0.00	0	0.00
10012	Trisha	0	0.00	0	0.00
10024	Megan	0	0.00	0	0.00
10027	Angela	0	0.00	0	0.00
10038	Miranda	0	0.00	0	0.00
10040	Sara	0	0.00	0	0.00
10045	Maranda	0	0.00	0	0.00
	Totals:	0	0.00	0	0.00

This report displays a snapshot view of all shop charges incurred by individual employees over a given date range.

Statistics



Coach Haircuts

Audit Statistics
May 1, 2014 - May 2, 2014

Summary

Completed: 96.7% (87)
Voids: 01.1% (1)
Redos: 0.0% (0)
Walks: 1

Customer Statistics

Gender			Source			Type			Age		
Male:	93.10%	(81)				Recurring:	88.51%	(77)	Child:	1.15%	(1)
Female:	5.75%	(5)				New:	11.49%	(10)	Adult:	1.15%	(1)
Child:	1.15%	(1)									
Unknown			**Unknown**			**Unknown**			**Unknown**		
Ticket:	0.00%	(0)	Ticket:	100.00%	(87)	Ticket:	0.00%	(0)	Ticket:	97.70%	(85)
Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)

Total Customers: 87

Employee Statistics

Name	New	Repeat	Customers	Refunds	Redos	Requests	New Cust. Returns	Tot. Cust. Returns
Burnett	13.64% (3)	86.36% (19)	22	0	0% (0)	0% (0)	0.00% ()	0.00% ()
Malone,	4.17% (1)	95.83% (23)	24	0	0% (0)	0% (0)	0.00% ()	0.00% ()
Myers	11.76% (2)	88.24% (15)	17	0	0% (0)	0% (0)	0.00% ()	0.00% ()
Stromer	16.67% (1)	83.33% (5)	6	0	0% (0)	0% (0)	0.00% ()	0.00% ()
Tatham,	16.67% (3)	83.33% (15)	18	0	0% (0)	0% (0)	0.00% ()	0.00% ()
Totals	11.49% (10)	88.51% (77)	**87**	**0**	0% (0)	0% (0)	0.00% ()	0.00% ()

Redos

Daily ID	Date	Employee

0 Redo Records Found

Voided Tickets

Daily ID	Date	Employee	Reason for Void	Void Amount
(36)	05-01-2014 04:30 pm	Malone	(Old Status: servicing Walk-Out long wait)	$12.00

1 Voided Ticket Records Found

Void Total: $12

Modified Tickets

Daily ID	Date	Employee	Reason for Void	Void Amount

0 Modified Ticket Records Found

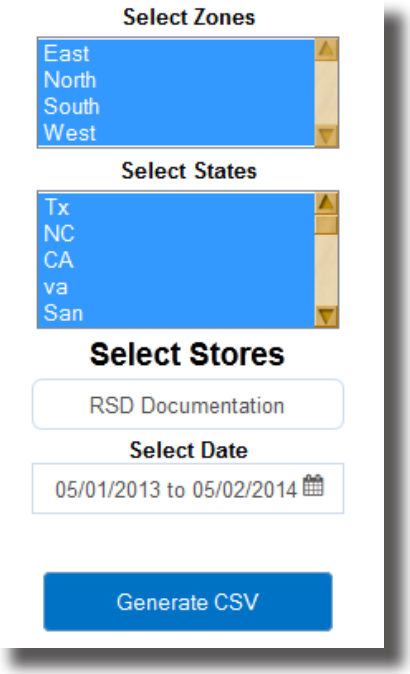
Refunds

Daily ID	Date	Employee	Description	Amount

0 Refund Records Found

Shows a large amount of statistics based on employee performance, void reasons, and other metrics.

Tally Transaction Export



Exports pertinent transactional information to a Microsoft Excel spreadsheet in .CSV format.

Time Clock

RSD Documentation

Audit Time Clock

April 29, 2014 - April 29, 2014

Summary

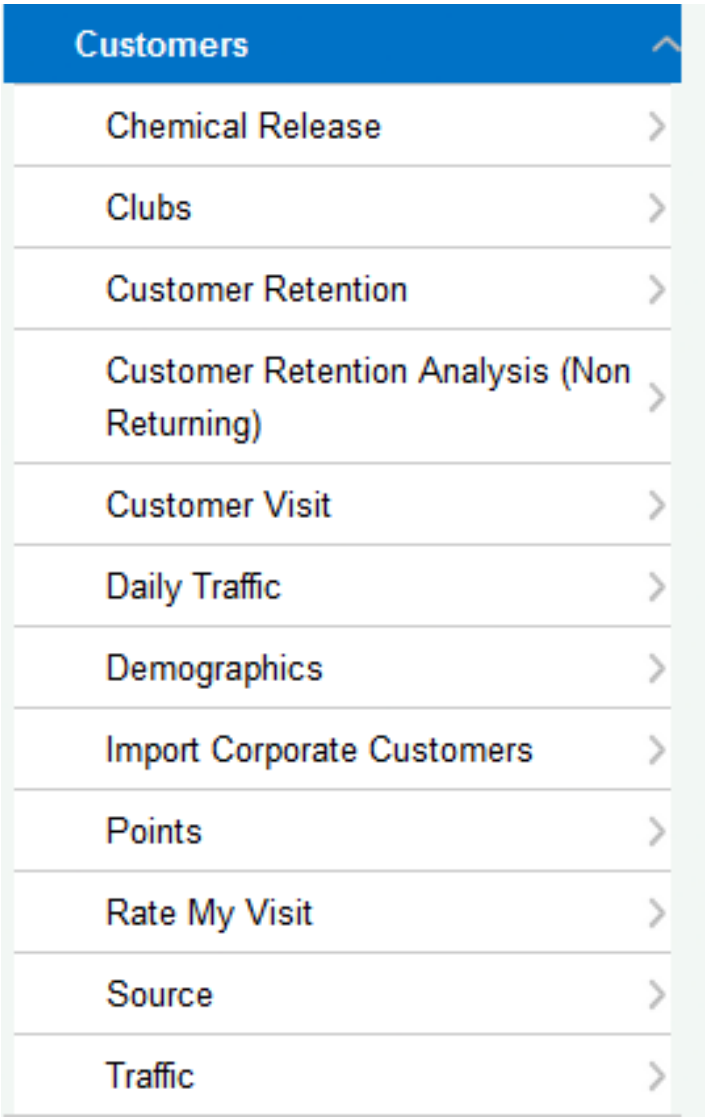
Employee	Late	Absent
Cuts,Zoe	1	0
Fernandez,Vanessa	1	0
Dee,John	0	1
Ridley,Candia	1	0
Dekel,Natalie	1	0
Garcia,Lorena	0	1
Total	4	2

Detail

Date	Employee	Late/Absent	Scheduled Time	Clock Time	Late (m)	Excused
04/29/14	Cuts,Zoe	Late	04/29/14 09:00 am	04/29/14 12:50 pm	230 (m)	No
04/29/14	Fernandez,Vanessa	Late	04/29/14 09:00 am	04/29/14 12:51 pm	231 (m)	No
04/29/14	Dee,John	Absent				No
04/29/14	Ridley,Candia	Late	04/29/14 09:00 am	04/29/14 12:50 pm	230 (m)	No
04/29/14	Dekel,Natalie	Late	04/29/14 10:15 am	04/29/14 12:50 pm	155 (m)	No
04/29/14	Garcia,Lorena	Absent				No

This very detailed tool shows extended attendance information based on the time clock on the SuperSalon point-of-sale system. It tracks whether employees are late, absent, and tallies the amount as a total.

Part Seven: Customer Reports



Chemical Release

Coach Haircuts

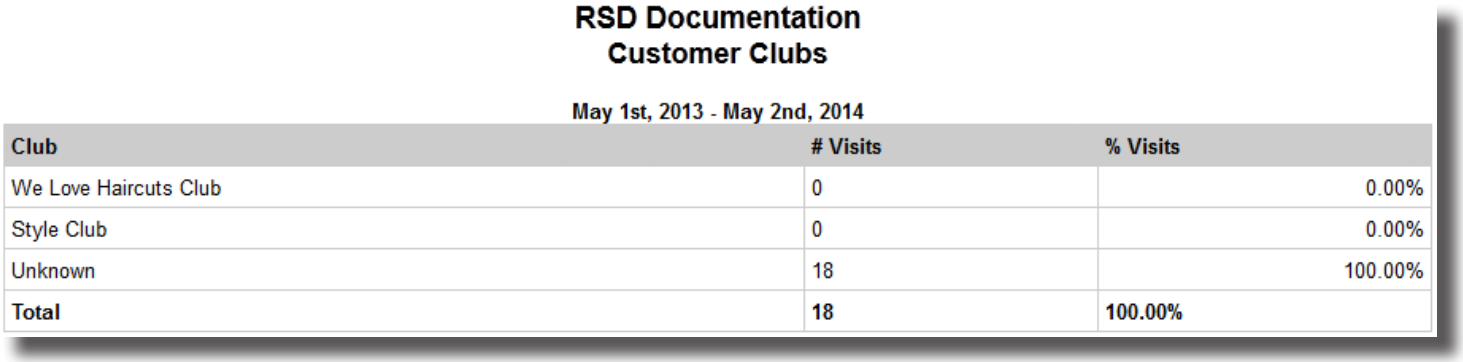
Chemical Release Report
05/02/2014 - 05/02/2014

Click on a row to see chemical release receipt.

Date	Customer Name	Guard. Signature	Digital Signature

For salons that require their clients to sign a release form in the event of chemical usage (color, perm, etc.), this report will give a detailed roster of all signees for a given date range. The results are broken down by date, but other metrics included are both the digital signature, and the name of any guardian signatures that may apply as well.

Clubs



RSD Documentation
Customer Clubs

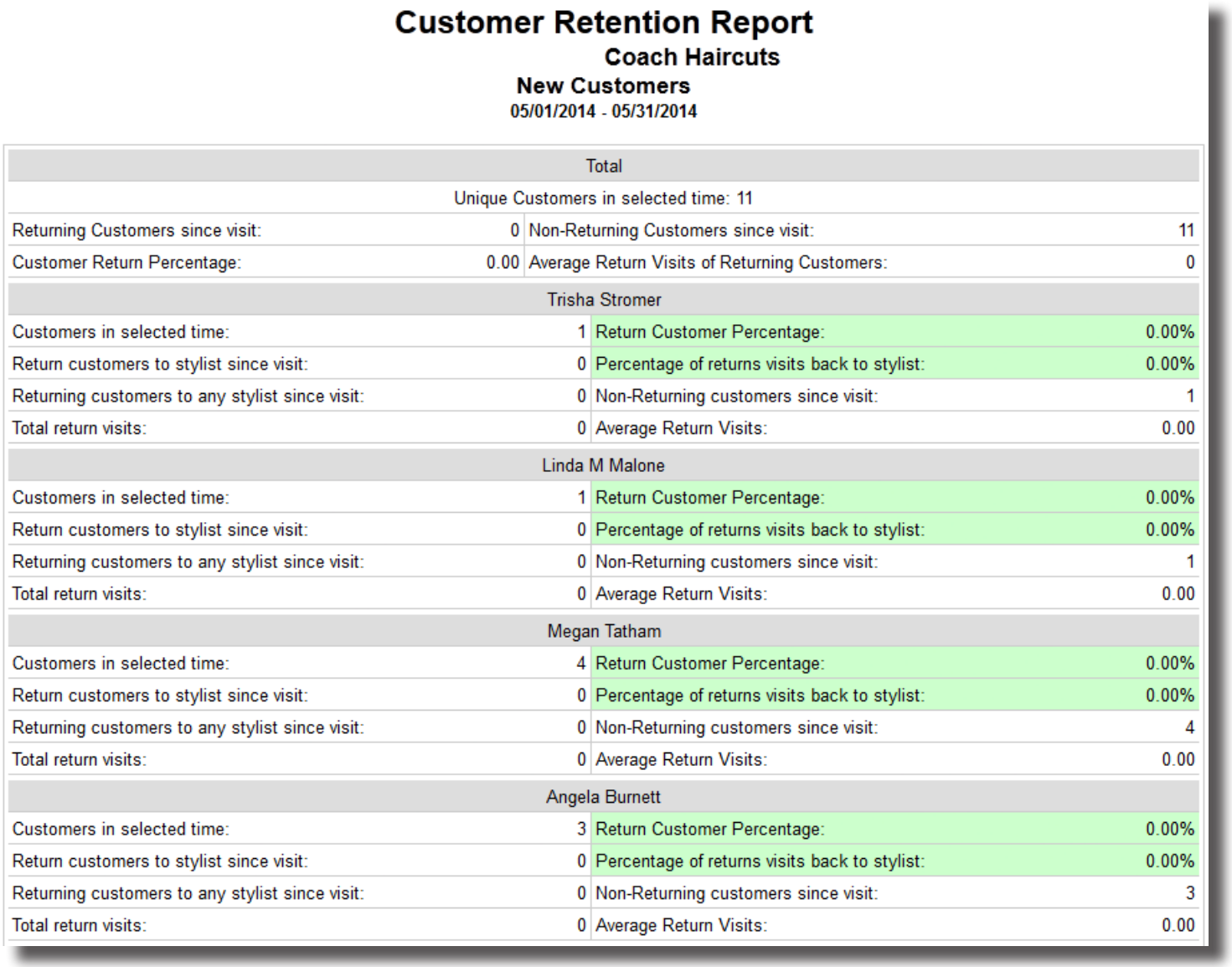
May 1st, 2013 - May 2nd, 2014

Club	# Visits	% Visits
We Love Haircuts Club	0	0.00%
Style Club	0	0.00%
Unknown	18	100.00%
Total	**18**	**100.00%**

For locations that have set up individual clubs for their customers to be a part of for promotional purposes, this report will track the number of visits, broken down by the name of the club. This particular report, however, only displays the number of visits, and does not track any revenue.

The visual example shown above shows three active clubs for this salon, along with how many times their members have visited, and with a percentage value.

Customer Retention



Customer Retention Report

Coach Haircuts

New Customers

05/01/2014 - 05/31/2014

Total			
Unique Customers in selected time: 11			
Returning Customers since visit:	0	Non-Returning Customers since visit:	11
Customer Return Percentage:	0.00	Average Return Visits of Returning Customers:	0
Trisha Stromer			
Customers in selected time:	1	Return Customer Percentage:	0.00%
Return customers to stylist since visit:	0	Percentage of returns visits back to stylist:	0.00%
Returning customers to any stylist since visit:	0	Non-Returning customers since visit:	1
Total return visits:	0	Average Return Visits:	0.00
Linda M Malone			
Customers in selected time:	1	Return Customer Percentage:	0.00%
Return customers to stylist since visit:	0	Percentage of returns visits back to stylist:	0.00%
Returning customers to any stylist since visit:	0	Non-Returning customers since visit:	1
Total return visits:	0	Average Return Visits:	0.00
Megan Tatham			
Customers in selected time:	4	Return Customer Percentage:	0.00%
Return customers to stylist since visit:	0	Percentage of returns visits back to stylist:	0.00%
Returning customers to any stylist since visit:	0	Non-Returning customers since visit:	4
Total return visits:	0	Average Return Visits:	0.00
Angela Burnett			
Customers in selected time:	3	Return Customer Percentage:	0.00%
Return customers to stylist since visit:	0	Percentage of returns visits back to stylist:	0.00%
Returning customers to any stylist since visit:	0	Non-Returning customers since visit:	3
Total return visits:	0	Average Return Visits:	0.00

A very detailed report that can be filtered by gender, age, new and existing customers, service category, and several other metrics to determine which customers are returning, and how often.

Customer Retention Analysis (Non Returning)

Customer Retention Analysis (Non Returning)

	Visit period above or equal to 90 days				Visit period below 90 days	
Customers Visits During 01/02/2014 to 28/02/2014	**Customers not visitied within**					
	15 days	**30 days**	**45 days**	**60 days**	**75 days**	**90 days**
Danisse Lovato	Danisse Lovato	Danisse Lovato	Danisse Lovato	Danisse Lovato	Danisse Lovato	Danisse Lovato
Mason Turley	Mason Turley	Mason Turley	Mason Turley	Mason Turley	Mason Turley	Mason Turley
Payton Turley	Payton Turley	Payton Turley	Payton Turley	Payton Turley	Payton Turley	Payton Turley
Casey Ayala	Casey Ayala	Casey Ayala	Casey Ayala	Casey Ayala	Casey Ayala	Casey Ayala
Tyson Sasueds	Tyson Sasueds	Tyson Sasueds	Tyson Sasueds	Tyson Sasueds	Tyson Sasueds	Tyson Sasueds
Taylor Sasueds	Taylor Sasueds	Taylor Sasueds	Taylor Sasueds	Taylor Sasueds	Taylor Sasueds	Taylor Sasueds
Randi Garcia	Randi Garcia	Randi Garcia	Randi Garcia	Randi Garcia	Randi Garcia	Visited on:21/04/14
Triniti Garcia	Triniti Garcia	Triniti Garcia	Triniti Garcia	Triniti Garcia	Triniti Garcia	Triniti Garcia
Kaleigh Chadwell	Kaleigh Chadwell	Kaleigh Chadwell	Kaleigh Chadwell	Kaleigh Chadwell	Kaleigh Chadwell	Kaleigh Chadwell
Caitlyn McCall	Caitlyn McCall	Caitlyn McCall	Caitlyn McCall	Caitlyn McCall	Caitlyn McCall	Caitlyn McCall
Tammy Malcara	Tammy Malcara	Tammy Malcara	Tammy Malcara	Tammy Malcara	Tammy Malcara	Tammy Malcara
Tasha Clements	Tasha Clements	Tasha Clements	Tasha Clements	Tasha Clements	Tasha Clements	Tasha Clements
Mason Harlow	Mason Harlow	Mason Harlow	Mason Harlow	Mason Harlow	Mason Harlow	Mason Harlow
LeAnn Harlow	LeAnn Harlow	LeAnn Harlow	LeAnn Harlow	LeAnn Harlow	LeAnn Harlow	LeAnn Harlow
Jaxson Langley	Jaxson Langley	Jaxson Langley	Jaxson Langley	Jaxson Langley	Jaxson Langley	Jaxson Langley
Jazmyn Langley	Jazmyn Langley	Jazmyn Langley	Jazmyn Langley	Jazmyn Langley	Jazmyn Langley	Jazmyn Langley
Zack McClurg	Zack McClurg	Zack McClurg	Zack McClurg	Zack McClurg	Zack McClurg	Zack McClurg
Harold Clark	Harold Clark	Harold Clark	Harold Clark	Harold Clark	Harold Clark	Harold Clark
Caleb Koontz	Caleb Koontz	Caleb Koontz	Visited on:17/03/14			
Robert Keckeis	Robert Keckeis	Robert Keckeis	Robert Keckeis	Robert Keckeis	Robert Keckeis	
Ivan Gomez	Ivan Gomez	Visited on:22/02/14				
Ruth Reed	Ruth Reed	Ruth Reed	Ruth Reed	Ruth Reed	Ruth Reed	
Rosalie Mascaranas	Rosalie Mascaranas	Rosalie Mascaranas	Rosalie Mascaranas	Rosalie Mascaranas	Rosalie Mascaranas	
Patricia Falerios	Patricia Falerios	Patricia Falerios	Patricia Falerios	Patricia Falerios	Patricia Falerios	
Nicole Fateaus	Nicole Fateaus	Nicole Fateaus	Nicole Fateaus	Nicole Fateaus	Nicole Fateaus	
Mark McGuire	Mark McGuire	Mark McGuire	Mark McGuire	Mark McGuire	Mark McGuire	
Janie Hensley	Janie Hensley	Janie Hensley	Janie Hensley	Janie Hensley	Visited on:06/04/14	

This report shows a breakdown of all non-returning customers; it allows the user to conjecture as to why based the color-coded indicator of time passed since last visit.

Customer Visit

Customer Visit Report

4/2/2014 To 4/2/2014

Customer Name	Customer Type	Membership ID	Total Visits	Phone Number	Last Visit	Basic Sales
*Mandeep	Customer		1		02/04/2014	18.95
Brenda	Customer		1		02/04/2014	16.95
Angela	Customer		1		02/04/2014	18.95
David	Customer		1		02/04/2014	18.95
SUE	Customer		1		02/04/2014	16.95
*Roger	Customer		1		02/04/2014	18.95
Ingrid	Customer		1		02/04/2014	18.95
Leo	Customer		1		02/04/2014	18.95
Audey	Customer		1		02/04/2014	18.95
Maria	Customer		1		02/04/2014	18.95
Kathy	Customer		1		02/04/2014	18.95
Todd	Customer		1		02/04/2014	18.95
*Jasmeet	Customer		1		02/04/2014	18.95
*Marlene	Customer		1		02/04/2014	17.95
Mike	Customer		1		02/04/2014	18.95
*Mico	Customer		1		02/04/2014	18.95
Vicki	Customer		1		02/04/2014	16.95
Nick	Customer		1		02/04/2014	18.95
Roy	Customer		1		02/04/2014	18.95
Jason	Customer		1		02/04/2014	18.95
Carole	Customer		1		02/04/2014	17.95
Daljeet	Customer		1		02/04/2014	22.9
Hans	Customer		1		02/04/2014	18.95
Total			**23**			**431.8**

Total (New) * - 5

Displays all customers who have visited during a given date range, and the amount of times they have visited based on that time frame.

Daily Traffic

NOTE: The numbers being reported are the average customers for that time period.
All numbers are rounded to the next highest whole integer.

Daily Traffic

Hour of the Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hour Totals
8:00 am	0	0	0	0	0	0	0	0
9:00 am	2	0	0	2	4	0	1	2
10:00 am	1	0	0	3	5	7	3	4
11:00 am	6	0	0	4	2	7	2	5
12:00 pm	5	0	0	4	3	0	0	3
1:00 pm	3	0	0	4	5	2	10	5
2:00 pm	4	0	0	2	3	3	7	4
3:00 pm	2	0	0	7	8	6	1	5
4:00 pm	5	0	0	4	3	7	5	5
5:00 pm	3	0	0	3	3	0	0	2
6:00 pm	1	0	0	4	4	2	0	3
7:00 pm	0	0	0	0	0	0	0	0
8:00 pm	0	0	0	0	0	0	0	0
Totals	32	0	0	37	40	34	29	

This report is broken down by days of the week based on the date range entered in by the user. It is further broken down by hours and tallies how many customers have visited in that hour span.

Demographics

Service Categories

Type	Color			Hair Cut			Shampoo			Style			Treatment			Wax			Total		
	Qty	Net	%	Qty	Net	%	Qty	Net	%	Qty	Net	%	Qty	Net	%	Qty	Net	%	Qty	Net	%
Adult Male	0	$0.00	0.0%	92	$1258.00	58.0%	3	$18.00	42.9%	0	$0.00	0.0%	2	$14.00	100.0%	1	$10.00	15.6%	102	$1314.00	54.4%
Adult Female	1	$45.00	100.0%	54	$721.00	33.2%	4	$24.00	57.1%	5	$53.00	100.0%	0	$0.00	0.0%	6	$54.00	84.4%	74	$911.00	0.0%
Child	0	$0.00	0.0%	14	$190.00	8.8%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	14	$190.00	0.0%
New	0	$0.00	0.0%	29	$395.00	18.2%	2	$12.00	28.6%	1	$7.00	13.2%	0	$0.00	0.0%	1	$10.00	15.6%	37	$438.00	0.0%
Recurring	1	$45.00	100.0%	131	$1774.00	81.8%	5	$30.00	71.4%	4	$46.00	86.8%	2	$14.00	100.0%	6	$54.00	84.4%	153	$1977.00	0.0%
Requested	0	$0.00	0.0%	5	$67.00	3.1%	2	$12.00	28.6%	2	$14.00	26.4%	0	$0.00	0.0%	0	$0.00	0.0%	13	$93.00	0.0%
Non Requested	1	$45.00	100.0%	155	$2102.00	96.9%	5	$30.00	71.4%	3	$39.00	73.6%	2	$14.00	100.0%	7	$64.00	100.0%	177	$2322.00	0.0%
Quick Sale	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%
Unknown	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%	0	$0.00	0.0%

In this report, a total of all customers for a given date range is broken down by gender, services, refunds, and other metrics.

Points

Customer Points Report

February 1, 2014 - May 5, 2014

Services/Products Redeemed

Date	Daily ID	Item	Description	Credited	Redeemed	Customer
02/11/2014 12:24pm	3	service	Eyebrow Threading	10.00	0.00	Jordan
02/11/2014 12:33pm	5	service	Eyebrow Threading	10.00	0.00	Jordan
03/26/2014 5:40pm	1	refund	Eyebrow Threading	0.00	-10.00	Rosa
			Total:	20.00	-10.00	All

Manual Point Adjustments

Date	Credited	Subtracted	Customer
Total:	0.00	0.00	All

Only salons that utilize customer points will find need for this report. It shows a total of all points redeemed for a given timeframe, broken down by ticket number and service description.

Rate My Visit

1 = Poor / 5 = Excellent
? indicates the information is not available or the ticket for this visit has not yet been upload to loffice from the salon.
Matched indicates the loffice has matched a ticket from the salon to this rating.
Not Yet Uploaded indicates the loffice has not yet received a ticket that matches the rating.

Average Scores

Friendly	Sanitary	Suggest	Consult	Service	Recommend or Return	Overall Rating	Number of Ratings
5.00/5	4.88/5	3.75/5	4.81/5	4.94/5	4.94/5	4.88/5	16

Employee Summary

Employee	Friendly	Sanitary	Suggest	Consult	Service	Recommend or Return	Overall Rating	Number of Ratings
jessica	100.00%	100.00%	20.00%	100.00%	100.00%	100.00%	80.00%	1
Amy	100.00%	100.00%	95.00%	100.00%	100.00%	100.00%	100.00%	4
taylor	100.00%	100.00%	90.00%	100.00%	100.00%	100.00%	100.00%	2
kathryne	100.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%	1
Tammy	100.00%	100.00%	60.00%	100.00%	100.00%	100.00%	100.00%	1
Julie	100.00%	80.00%	50.00%	90.00%	90.00%	90.00%	90.00%	2
Lear	100.00%	100.00%	20.00%	100.00%	100.00%	100.00%	100.00%	1
Amanda	100.00%	100.00%	90.00%	90.00%	100.00%	100.00%	100.00%	4

This report is only available to subscribers of our Rate My Visit program, which allows customers to rate their experience at the participating salon and provide feedback through an offer attached to their receipt. This report tracks the ratings of this service, and how many are being redeemed.

Source

Customer Source

May 5th, 2014 - May 5th, 2014

Zipcode	# Visits	% Visits	Net $
48324	4	1.62%	$55.96
48382	3	1.21%	$35.97
48386	2	0.81%	$22.98
48390	100	40.49%	$760.00
48323	2	0.81%	$32.99
Unknown	136	55.06%	$1603.10
Total	**247**	**100.00%**	**$2511.00**

City	# Visits	% Visits	Net $
west	4	1.62%	$53.97
white	1	0.40%	$12.99
commerce	1	0.40%	$9.99
walled	100	40.49%	$760.00
commerce township	1	0.40%	$12.99
Unknown	140	56.68%	$1661.06
Total	**247**	**100.00%**	**$2511.00**

Gender	# Visits	% Visits	Net $
Female	165	66.80%	$1712.37
Male	80	32.39%	$746.67
Unknown	2	0.81%	$51.96
Total	**247**	**100.00%**	**$2511.00**

Source	# Visits	% Visits	Net $
Unknown	247	100.00%	$2511.00
Total	**247**	**100.00%**	**$2511.00**

Displays the zip code, city, and demographic information for the bulk number of customers who have visited during a given date range.

Traffic

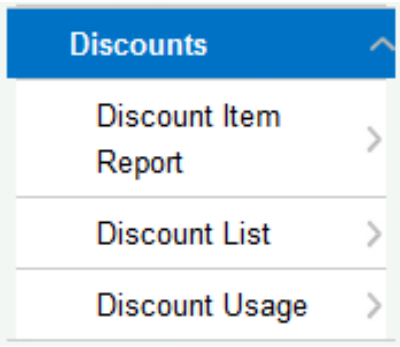
Customer Traffic Report

05/01/2014 - 05/05/2014

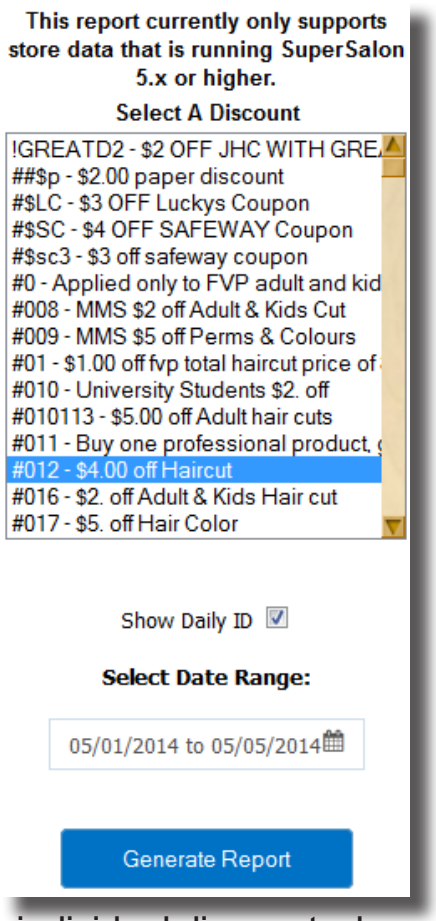
Day	New	Repeat	Unknown	Total
05/01	1	53	2	56
05/02	2	80	5	87
05/03	3	64	2	69
05/04	1	47	1	49
05/05	1	61	8	70
7 day Averages:	**8**	**305**	**18**	**331**
Averages:	**2**	**76**	**5**	**83**
Totals:	**8**	**305**	**18**	**331**

Provides a snapshot view of the amount of customers who are new or repeat clients within a given date range.

Part Eight: Discount Reports



Traffic Discount Item Report


This report currently only supports store data that is running SuperSalon 5.x or higher.
Select A Discount
!GREATD2 - $2 OFF JHC WITH GRE
##$p - $2.00 paper discount
#$LC - $3 OFF Luckys Coupon
#$SC - $4 OFF SAFEWAY Coupon
#$sc3 - $3 off safeway coupon
#0 - Applied only to FVP adult and kid
#008 - MMS $2 off Adult & Kids Cut
#009 - MMS $5 off Perms & Colours
#01 - $1.00 off fvp total haircut price of
#010 - University Students $2. off
#010113 - $5.00 off Adult hair cuts
#011 - Buy one professional product,
#012 - $4.00 off Haircut
#016 - $2. off Adult & Kids Hair cut
#017 - $5. off Hair Color
Show Daily ID
Select Date Range:
05/01/2014 to 05/05/2014
Generate Report

Displays detailed information on individual discounts, based on a given date range. Data is broken down by franchise name, invoice number, and customer name.

Discount List

Discounts			
Discount Code	**Description**	**Type**	**Amount**
L001	$9.99 Family Savings Card	dollar	$5.01
L805	MISC. SERVICE DISCOUNT	dollar	$0.00
L806	MISC % SERVICE DISCOUNT	percent	0%
L807	MISC PRODUCT DISCOUNT	dollar	$0.00
L808	MISC % PRODUCT DISCOUNT	percent	0%
L870	THANK YOU CARD	dollar	$5.00
L900	STUDENT DISCOUNT	dollar	$1.00
L910	MILITARY DISCOUNT	dollar	$1.00
L915	EMPLOYEE	percent	25%
L925	PRO-CARD	dollar	$15.00
L930	PRO-CARD KIDS	dollar	$12.00
L955	$5.00 Eyebrow Wax	dollar	$3.00
L956	$10 OFF COLOR $35 OR MORE	dollar	$10.00
L999	COMPETITOR	dollar	$0.00
N111	MOBILE PHONE $ 1 OFF	dollar	$1.00
N300	$3.00 OF ANY SERVICE	dollar	$3.00
N512	$5.00 off purch of $15 or more	dollar	$5.00
17 Discount Record(s) Found			

Here the user can see a quick roster of all active discounts currently registered on the point-of-sale system. This report only displays a list, and there is no way to edit any of the entries.

Discount Usage

Discount Usage
May 1, 2014 - May 5, 2014

House Sale

		Service		Product		Total							
Code	**Description**	**Service Qty**	**Disc. Total $**	**Product Qty**	**Disc. Total $**	**Total Qty**	**Disc. Total $**	**Sale Total $**	**New**	**Repeat**	**Quick Sale**	**Unknown**	**% New**
10	Emp Retail Discount	0	$0.00	2	$14.36	2	$14.36	$43.08	0	0	2	0	0.00%
Totals:			$0.00	2	$14.36	2	$14.36	$43.08	0	0	2	0	0.00%

Gross Sales	**Discount/Gross Sales %**
$68.85	20.86%

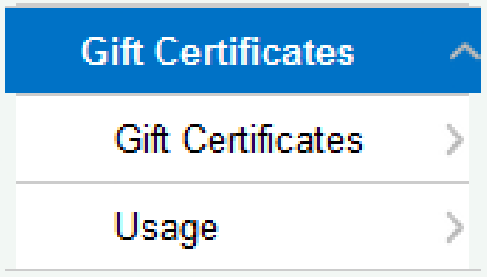
Barbero

		Service		Product		Total							
Code	**Description**	**Service Qty**	**Disc. Total $**	**Product Qty**	**Disc. Total $**	**Total Qty**	**Disc. Total $**	**Sale Total $**	**New**	**Repeat**	**Quick Sale**	**Unknown**	**% New**
P8	$6.95 Brow Wax - Passport	1	$3.00	0	$0.00	1	$3.00	$6.95	0	1	0	0	0.00%
H97	$6.95 Brow Wax (Home DM)	1	$3.00	0	$0.00	1	$3.00	$18.90	0	1	0	0	0.00%
H95	$11.95 Adult Cut (Home DM)	2	$6.00	0	$0.00	2	$6.00	$33.85	0	2	0	0	0.00%
24	Free Child's Haircut	1	$11.95	0	$0.00	1	$11.95	$0.00	1	0	0	0	100.00%
13	BOGO 50% Off	0	$0.00	1	$8.98	1	$8.98	$59.87	0	1	0	0	0.00%
Totals:		5	$23.95	1	$8.98	6	$32.93	$119.57	1	5	0	0	16.67%

Gross Sales	**Discount/Gross Sales %**
$903.20	3.65%

This report can be run to show the total amount of discounts used for a given date range, separated by individual discount, and can be further broken down by stylist if needed.

Part Nine: Gift Certificate Reports



Gift Certificates

Gifts

Type	Format	Customer/ Account #	Date Sold	Last Used	Sold To	Sold For	Total $	Used $	Balance $
Account	account	306282	06/21/2008 11:51am	Never	Cameron Peters	Levi Nelson	$15.00	$0.00	$15.00
Account	account	249100	08/20/2008 12:51pm	Never	Unknown	Unknown	$24.00	$0.00	$24.00
Account	account	249103	01/27/2009 3:22pm	Never	Teresa Sheer	Teresa Shearer	$24.00	$-36.00	$60.00
Account	account	306283	02/22/2009 2:41pm	Never	Unknown	Laura Mattso	$10.00	$0.00	$10.00

4 Record(s) found.

This report can be used to track the activity of customers' gift certificate programs, and displays the data broken down by customer information and time of use.

Usage

Gifts

Usage Summary

# Purchases	Purchases $	# Payments	Payments $
0	$0.00	1	$60.00

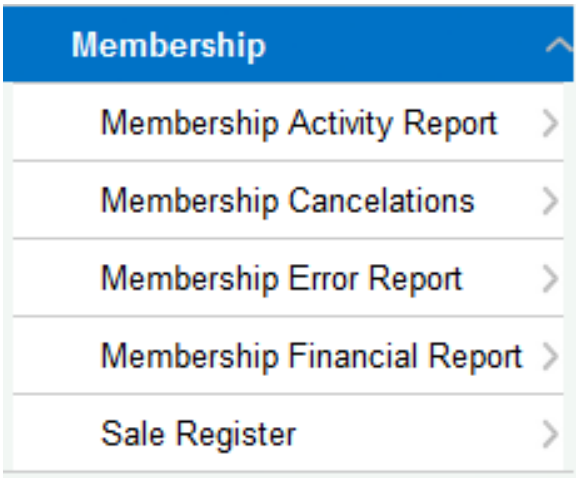
Usage Details

Date	Transaction	Customer	Stylist	Amount
12/27/2013 10:45am	Payment	Emily	LANDERS,	$60.00

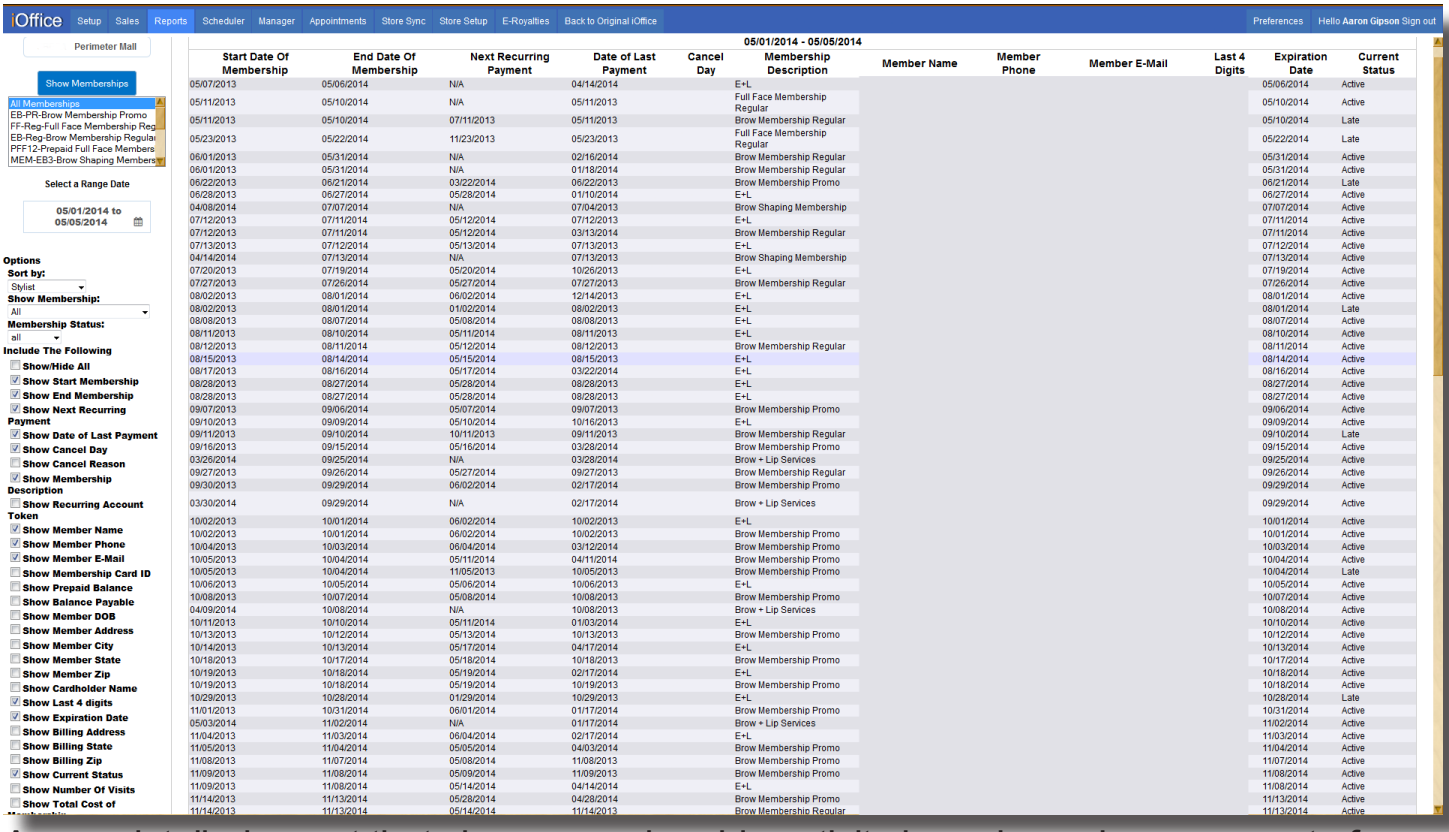
1 Record(s) found.

Here the user can see all payment and usage statistics for gift certificates, broken down by customer and attending salon employee.

Part Ten: Membership Reports



Membership Activity Report



A very detailed report that shows membership activity based on a large amount of user defined filters. This report and the two subsequent to it are only available to accounts who are utilizing customer memberships for their services.

Membership Cancellations

Membership Cancellation Report From: 01/01/2014 To: 05/05/2014

Date	Time	Guest Name	Sex	Age	Membership Name	Cancel Reason
30/04/2014	23:30	ARELY	Female	22 years	Brow Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
14/04/2014	18:24	Jocselynn	Female	18 years	Brow Membership Promo	Not happy with service
12/04/2014	18:53	Maria	Female	38 years	Brow+Lip Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
10/04/2014	22:59	Andrea	Female	22 years	Brow+Lip Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
10/04/2014	19:54	Melanie	Female	28 years	Brow Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
08/04/2014	19:27	Nayomi	Female	22 years	Brow Membership Regular	wanted eye + lip
01/04/2014	18:47	Gizelle	Female	20 years	Brow Membership Promo	
15/03/2014	01:05	Vanessa	Female	22 years	Brow+Lip Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
11/03/2014	16:18	Rebecca	Female	44 years	Brow Membership Regular	
11/03/2014	16:18	Rebecca	Female	44 years	Brow+Lip membership regular	
07/03/2014	17:43	JESSICA	Female	1934 years	full face membership	called to cancel membership is still active
27/02/2014	18:44	MIRIAM	Female	35 years	Brow Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
24/02/2014	01:46	Julissa	Female	1937 years	Brow+Lip Membership Promo	associate denied service
24/02/2014	01:45	Connie	Female	1915 years	Brow+Lip Membership Promo	wanted to cancel because associate denied service
22/02/2014	18:08	ANNA	Female	1922 years	Brow Membership Promo	multiple memberships
22/02/2014	18:08	ANNA	Female	1922 years	Brow+Lip Membership Promo	multiple memberships
15/02/2014	00:36	Melanie	Female	28 years	Brow Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
14/02/2014	01:32	Vanessa	Female	22 years	Brow+Lip Membership Promo	Removing Membership From Ticket Before It Has Been Processed.
21/01/2014	23:30	Rita	Female	31 years	Brow+Lip membership regular	none given
15/01/2014	21:39	Caroline	Female	39 years	Brow+Lip Membership Promo	
11/01/2014	21:07	Maggie	Female	1936 years	Brow+Lip membership regular	Never Goes
05/01/2014	22:08	Angel	Male	27 years	Brow+Lip Membership Promo	doesnt go
05/01/2014	21:15	Andrea	Female	20 years	full face membership	Wanted $45 packeage
04/01/2014	01:53	Carolina	Female	31 years	Brow+Lip membership regular	moved to kiosk
Date	Time	Guest Name	Sex	Age	Membership Name	Cancel Reason

A summary of all cancelled Membership accounts, based on date range or other metrics, can be found here. Reasons (when given) are also available in the display for better marketing research.

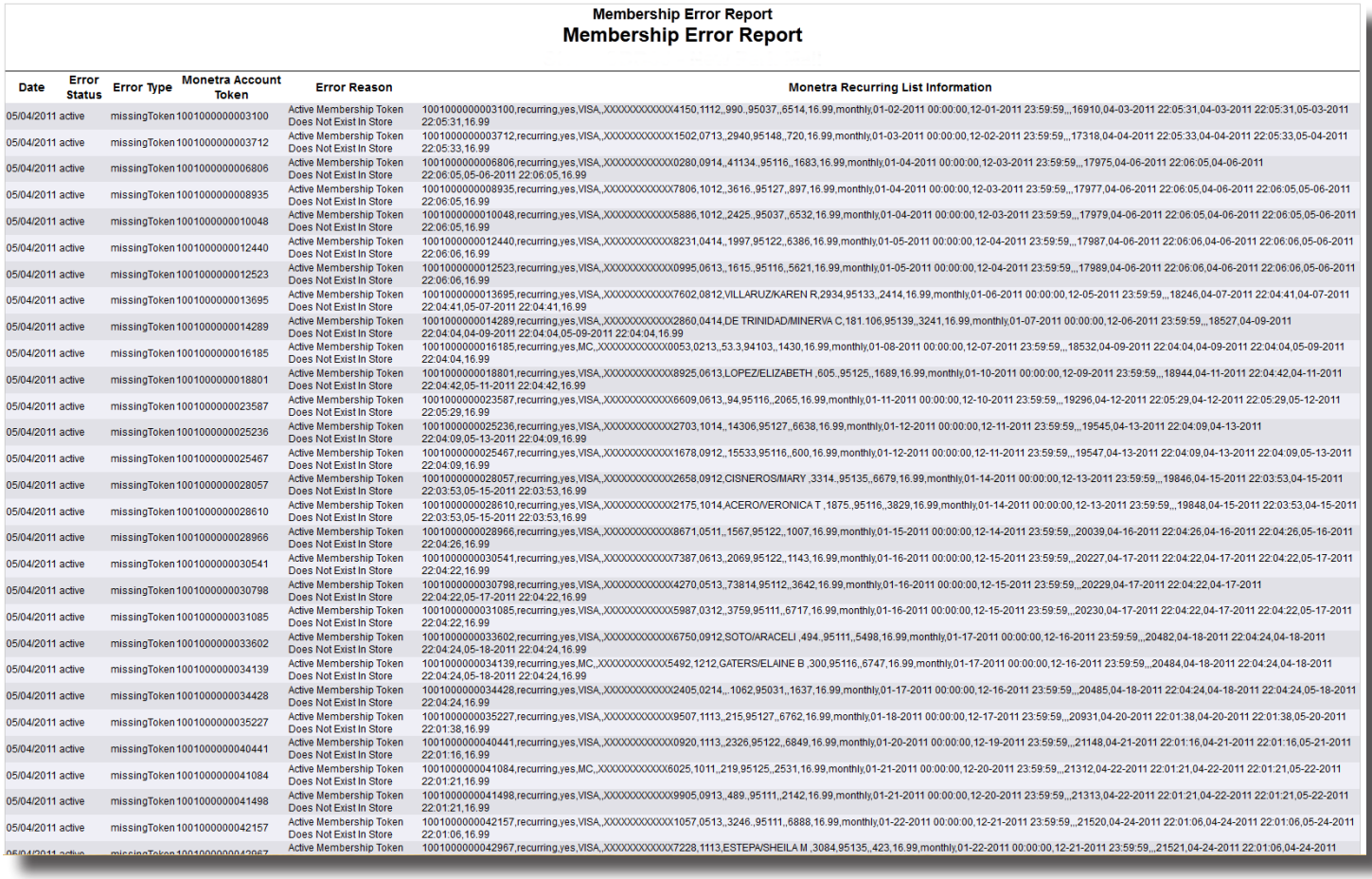
Membership Error Report

Membership Error Report
Membership Error Report

Date	Error Status	Error Type	Monetra Account Token	Error Reason	Monetra Recurring List Information
05/04/2011	active	missingToken	1001000000003100	Active Membership Token Does Not Exist In Store	1001000000003100,recurring,yes,VISA,XXXXXXXXXXXX4150,1112,,990..95037,,6514,16.99,monthly,01-02-2011 00:00:00,12-01-2011 23:59:59,,16910,04-03-2011 22:05:31,04-03-2011 22:05:31,05-03-2011 22:05:31,16.99
05/04/2011	active	missingToken	1001000000003712	Active Membership Token Does Not Exist In Store	1001000000003712,recurring,yes,VISA,XXXXXXXXXXXX1502,0713,,2940,95148,,720,16.99,monthly,01-03-2011 00:00:00,12-02-2011 23:59:59,,17318,04-04-2011 22:05:33,04-04-2011 22:05:33,05-04-2011 22:05:33,16.99
05/04/2011	active	missingToken	1001000000006806	Active Membership Token Does Not Exist In Store	1001000000006806,recurring,yes,VISA,XXXXXXXXXXXX0280,0914,,41134,,95116,,1683,16.99,monthly,01-04-2011 00:00:00,12-03-2011 23:59:59,,17975,04-06-2011 22:06:05,04-06-2011 22:06:05,06-06-2011 22:06:05,16.99
05/04/2011	active	missingToken	1001000000008935	Active Membership Token Does Not Exist In Store	1001000000008935,recurring,yes,VISA,XXXXXXXXXXXX7806,1012,,3616,,95127,,897,16.99,monthly,01-04-2011 00:00:00,12-03-2011 23:59:59,,17977,04-06-2011 22:06:05,04-06-2011 22:06:05,05-06-2011 22:06:05,16.99
05/04/2011	active	missingToken	1001000000010048	Active Membership Token Does Not Exist In Store	1001000000010048,recurring,yes,VISA,XXXXXXXXXXXX5886,1012,,2425,,95037,,6532,16.99,monthly,01-04-2011 00:00:00,12-03-2011 23:59:59,,17979,04-06-2011 22:06:05,04-06-2011 22:06:05,05-06-2011 22:06:05,16.99
05/04/2011	active	missingToken	1001000000012440	Active Membership Token Does Not Exist In Store	1001000000012440,recurring,yes,VISA,XXXXXXXXXXXX8231,0414,,1997,95122,,6386,16.99,monthly,01-05-2011 00:00:00,12-04-2011 23:59:59,,17987,04-06-2011 22:06:06,04-06-2011 22:06:06,05-06-2011 22:06:06,16.99
05/04/2011	active	missingToken	1001000000012523	Active Membership Token Does Not Exist In Store	1001000000012523,recurring,yes,VISA,XXXXXXXXXXXX0995,0613,,1615,,95116,,5621,16.99,monthly,01-05-2011 00:00:00,12-04-2011 23:59:59,,17989,04-06-2011 22:06:06,04-06-2011 22:06:06,05-06-2011 22:06:06,16.99
05/04/2011	active	missingToken	1001000000013695	Active Membership Token Does Not Exist In Store	1001000000013695,recurring,yes,VISA,XXXXXXXXXXXX7602,0812,VILLARUZ/KAREN R,2934,95133,,2414,16.99,monthly,01-06-2011 00:00:00,12-05-2011 23:59:59,,18246,04-07-2011 22:04:41,04-07-2011 22:04:41,06-07-2011 22:04:41,16.99
05/04/2011	active	missingToken	1001000000014289	Active Membership Token Does Not Exist In Store	1001000000014289,recurring,yes,VISA,XXXXXXXXXXXX2860,0414,DE TRINIDAD/MINERVA C,181.106,95139,,3241,16.99,monthly,01-07-2011 00:00:00,12-06-2011 23:59:59,,18527,04-09-2011 22:04:04,04-09-2011 22:04:04,05-09-2011 22:04:04,16.99
05/04/2011	active	missingToken	1001000000016185	Active Membership Token Does Not Exist In Store	1001000000016185,recurring,yes,MC,,XXXXXXXXXXXX0053,0213,,53.3,94103,,1430,16.99,monthly,01-08-2011 00:00:00,12-07-2011 23:59:59,,18532,04-09-2011 22:04:04,04-09-2011 22:04:04,05-09-2011 22:04:04,16.99
05/04/2011	active	missingToken	1001000000018801	Active Membership Token Does Not Exist In Store	1001000000018801,recurring,yes,VISA,XXXXXXXXXXXX8925,0613,LOPEZ/ELIZABETH ,605,,95125,,1689,16.99,monthly,01-10-2011 00:00:00,12-09-2011 23:59:59,,18944,04-11-2011 22:04:42,04-11-2011 22:04:42,06-11-2011 22:04:42,16.99
05/04/2011	active	missingToken	1001000000023587	Active Membership Token Does Not Exist In Store	1001000000023587,recurring,yes,VISA,XXXXXXXXXXXX6609,0613,,94,95116,,2065,16.99,monthly,01-11-2011 00:00:00,12-10-2011 23:59:59,,19296,04-12-2011 22:05:29,04-12-2011 22:05:29,05-12-2011 22:05:29,16.99
05/04/2011	active	missingToken	1001000000025236	Active Membership Token Does Not Exist In Store	1001000000025236,recurring,yes,VISA,XXXXXXXXXXXX2703,1014,,14306,95127,,6638,16.99,monthly,01-12-2011 00:00:00,12-11-2011 23:59:59,,19545,04-13-2011 22:04:09,04-13-2011 22:04:09,06-13-2011 22:04:09,16.99
05/04/2011	active	missingToken	1001000000025467	Active Membership Token Does Not Exist In Store	1001000000025467,recurring,yes,VISA,XXXXXXXXXXXX1678,0912,,15533,95116,,600,16.99,monthly,01-12-2011 00:00:00,12-11-2011 23:59:59,,19547,04-13-2011 22:04:09,04-13-2011 22:04:09,05-13-2011 22:04:09,16.99
05/04/2011	active	missingToken	1001000000028057	Active Membership Token Does Not Exist In Store	1001000000028057,recurring,yes,VISA,XXXXXXXXXXXX2658,0912,CISNEROS/MARY ,3314,,95135,,6679,16.99,monthly,01-14-2011 00:00:00,12-13-2011 23:59:59,,19846,04-15-2011 22:03:53,04-15-2011 22:03:53,05-15-2011 22:03:53,16.99
05/04/2011	active	missingToken	1001000000028610	Active Membership Token Does Not Exist In Store	1001000000028610,recurring,yes,VISA,XXXXXXXXXXXX2175,1014,ACERO/VERONICA T ,1875,,95116,,3829,16.99,monthly,01-14-2011 00:00:00,12-13-2011 23:59:59,,19848,04-15-2011 22:03:53,04-15-2011 22:03:53,05-15-2011 22:03:53,16.99
05/04/2011	active	missingToken	1001000000028966	Active Membership Token Does Not Exist In Store	1001000000028966,recurring,yes,VISA,XXXXXXXXXXXX8671,0511,,1567,95122,,1007,16.99,monthly,01-15-2011 00:00:00,12-14-2011 23:59:59,,20039,04-16-2011 22:04:26,04-16-2011 22:04:26,05-16-2011 22:04:26,16.99
05/04/2011	active	missingToken	1001000000030541	Active Membership Token Does Not Exist In Store	1001000000030541,recurring,yes,VISA,XXXXXXXXXXXX7387,0613,,2069,95122,,1143,16.99,monthly,01-16-2011 00:00:00,12-15-2011 23:59:59,,20227,04-17-2011 22:04:22,04-17-2011 22:04:22,05-17-2011 22:04:22,16.99
05/04/2011	active	missingToken	1001000000030798	Active Membership Token Does Not Exist In Store	1001000000030798,recurring,yes,VISA,XXXXXXXXXXXX4270,0513,,73814,95112,,3642,16.99,monthly,01-16-2011 00:00:00,12-15-2011 23:59:59,,20229,04-17-2011 22:04:22,04-17-2011 22:04:22,05-17-2011 22:04:22,16.99
05/04/2011	active	missingToken	1001000000031085	Active Membership Token Does Not Exist In Store	1001000000031085,recurring,yes,VISA,XXXXXXXXXXXX5987,0312,,3759,95111,,6717,16.99,monthly,01-16-2011 00:00:00,12-15-2011 23:59:59,,20230,04-17-2011 22:04:22,04-17-2011 22:04:22,05-17-2011 22:04:22,16.99
05/04/2011	active	missingToken	1001000000033602	Active Membership Token Does Not Exist In Store	1001000000033602,recurring,yes,VISA,XXXXXXXXXXXX6750,0912,SOTO/ARACELI ,494,,95111,,5498,16.99,monthly,01-17-2011 00:00:00,12-16-2011 23:59:59,,20482,04-18-2011 22:04:24,04-18-2011 22:04:24,05-18-2011 22:04:24,16.99
05/04/2011	active	missingToken	1001000000034139	Active Membership Token Does Not Exist In Store	1001000000034139,recurring,yes,MC,,XXXXXXXXXXXX5492,1212,GATERS/ELAINE B ,300,95116,,6747,16.99,monthly,01-17-2011 00:00:00,12-16-2011 23:59:59,,20484,04-18-2011 22:04:24,04-18-2011 22:04:24,05-18-2011 22:04:24,16.99
05/04/2011	active	missingToken	1001000000034428	Active Membership Token Does Not Exist In Store	1001000000034428,recurring,yes,VISA,XXXXXXXXXXXX2405,0214,,1062,95031,,1637,16.99,monthly,01-17-2011 00:00:00,12-16-2011 23:59:59,,20485,04-18-2011 22:04:24,04-18-2011 22:04:24,05-18-2011 22:04:24,16.99
05/04/2011	active	missingToken	1001000000035227	Active Membership Token Does Not Exist In Store	1001000000035227,recurring,yes,VISA,XXXXXXXXXXXX9507,1113,,215,95127,,6762,16.99,monthly,01-18-2011 00:00:00,12-17-2011 23:59:59,,20931,04-20-2011 22:01:38,04-20-2011 22:01:38,05-20-2011 22:01:38,16.99
05/04/2011	active	missingToken	1001000000040441	Active Membership Token Does Not Exist In Store	1001000000040441,recurring,yes,VISA,XXXXXXXXXXXX0920,1113,,2326,95122,,6849,16.99,monthly,01-20-2011 00:00:00,12-19-2011 23:59:59,,21148,04-21-2011 22:01:16,04-21-2011 22:01:16,05-21-2011 22:01:16,16.99
05/04/2011	active	missingToken	1001000000041084	Active Membership Token Does Not Exist In Store	1001000000041084,recurring,yes,MC,,XXXXXXXXXXXX6025,1011,,219,95125,,2531,16.99,monthly,01-21-2011 00:00:00,12-20-2011 23:59:59,,21312,04-22-2011 22:01:21,04-22-2011 22:01:21,05-22-2011 22:01:21,16.99
05/04/2011	active	missingToken	1001000000041498	Active Membership Token Does Not Exist In Store	1001000000041498,recurring,yes,VISA,XXXXXXXXXXXX9905,0913,,489,,95111,,2142,16.99,monthly,01-21-2011 00:00:00,12-20-2011 23:59:59,,21313,04-22-2011 22:01:21,04-22-2011 22:01:21,05-22-2011 22:01:21,16.99
05/04/2011	active	missingToken	1001000000042157	Active Membership Token Does Not Exist In Store	1001000000042157,recurring,yes,VISA,XXXXXXXXXXXX1057,0513,,3246,,95111,,6888,16.99,monthly,01-22-2011 00:00:00,12-21-2011 23:59:59,,21520,04-24-2011 22:01:06,04-24-2011 22:01:06,05-24-2011 22:01:06,16.99
05/04/2011	active	missingToken	1001000000042967	Active Membership Token Does Not Exist In Store	1001000000042967,recurring,yes,VISA,XXXXXXXXXXXX7228,1113,ESTEP/SHEILA M ,3084,95135,,423,16.99,monthly,01-22-2011 00:00:00,12-21-2011 23:59:59,,21521,04-24-2011 22:01:06,04-24-2011

Shows complete details of all errors in the membership payment process, and further presents messages from the partnered integrated processing merchant explaining those errors.

Membership Financial Report

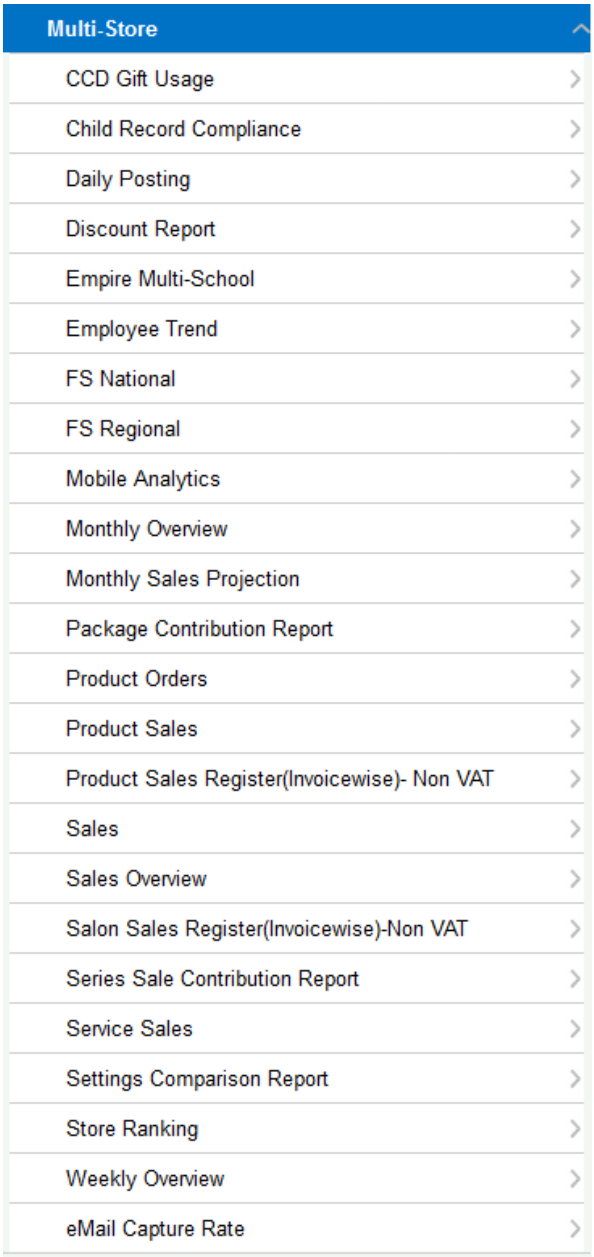


Membership Error Report
Membership Error Report

Date	Error Status	Error Type	Monetra Account Token	Error Reason	Monetra Recurring List Information
05/04/2011	active	missingToken	1001000000003100	Active Membership Token Does Not Exist In Store	1001000000003100,recurring,yes,VISA,,XXXXXXXXXXX4150,1112,,990 ,95037,,6514,16.99,monthly,01-02-2011 00:00:00,12-01-2011 23:59:59,,,16910,04-03-2011 22:05:31,04-03-2011 22:05:31,05-03-2011 22:05:31,16.99
05/04/2011	active	missingToken	1001000000003712	Active Membership Token Does Not Exist In Store	1001000000003712,recurring,yes,VISA,,XXXXXXXXXXX1502,0713,,2940,95148,,720,16.99,monthly,01-03-2011 00:00:00,12-02-2011 23:59:59,,,17318,04-04-2011 22:05:33,04-04-2011 22:05:33,05-04-2011 22:05:33,16.99
05/04/2011	active	missingToken	1001000000006806	Active Membership Token Does Not Exist In Store	1001000000006806,recurring,yes,VISA,,XXXXXXXXXXX0280,0914,,41134 ,95116,,1683,16.99,monthly,01-04-2011 00:00:00,12-03-2011 23:59:59,,,17975,04-06-2011 22:06:05,04-06-2011 22:06:05,05-06-2011 22:06:05,16.99
05/04/2011	active	missingToken	1001000000008935	Active Membership Token Does Not Exist In Store	1001000000008935,recurring,yes,VISA,,XXXXXXXXXXX7806,1012,,3616 ,95127,,897,16.99,monthly,01-04-2011 00:00:00,12-03-2011 23:59:59,,,17977,04-06-2011 22:06:05,04-06-2011 22:06:05,05-06-2011 22:06:05,16.99
05/04/2011	active	missingToken	1001000000010048	Active Membership Token Does Not Exist In Store	1001000000010048,recurring,yes,VISA,,XXXXXXXXXXX5886,1012,,2425 ,95037,,6532,16.99,monthly,01-04-2011 00:00:00,12-03-2011 23:59:59,,,17979,04-06-2011 22:06:05,04-06-2011 22:06:05,05-06-2011 22:06:05,16.99
05/04/2011	active	missingToken	1001000000012440	Active Membership Token Does Not Exist In Store	1001000000012440,recurring,yes,VISA,,XXXXXXXXXXX8231,0414,,1997 ,95122,,6386,16.99,monthly,01-05-2011 00:00:00,12-04-2011 23:59:59,,,17987,04-06-2011 22:06:06,04-06-2011 22:06:06,05-06-2011 22:06:06,16.99
05/04/2011	active	missingToken	1001000000012523	Active Membership Token Does Not Exist In Store	1001000000012523,recurring,yes,VISA,,XXXXXXXXXXX0995,0613,,1615 ,95116,,5621,16.99,monthly,01-05-2011 00:00:00,12-04-2011 23:59:59,,,17989,04-06-2011 22:06:06,04-06-2011 22:06:06,05-06-2011 22:06:06,16.99
05/04/2011	active	missingToken	1001000000013695	Active Membership Token Does Not Exist In Store	1001000000013695,recurring,yes,VISA,,XXXXXXXXXXX7602,0812,VILLARUZ/KAREN R,2934,95133,,2414,16.99,monthly,01-06-2011 00:00:00,12-05-2011 23:59:59,,,18246,04-07-2011 22:04:41,04-07-2011 22:04:41,05-07-2011 22:04:41,16.99
05/04/2011	active	missingToken	1001000000014289	Active Membership Token Does Not Exist In Store	1001000000014289,recurring,yes,VISA,,XXXXXXXXXXX2860,0414,DE TRINIDAD/MINERVA C,181.106,95139,,3241,16.99,monthly,01-07-2011 00:00:00,12-06-2011 23:59:59,,,18527,04-09-2011 22:04:04,04-09-2011 22:04:04,05-09-2011 22:04:04,16.99
05/04/2011	active	missingToken	1001000000016185	Active Membership Token Does Not Exist In Store	1001000000016185,recurring,yes,MC,,XXXXXXXXXXX0053,0213,,53.3,94103,,1430,16.99,monthly,01-08-2011 00:00:00,12-07-2011 23:59:59,,,18532,04-09-2011 22:04:04,04-09-2011 22:04:04,05-09-2011 22:04:04,16.99
05/04/2011	active	missingToken	1001000000018801	Active Membership Token Does Not Exist In Store	1001000000018801,recurring,yes,VISA,,XXXXXXXXXXX8925,0613,LOPEZ/ELIZABETH ,605,,95125,,1689,16.99,monthly,01-10-2011 00:00:00,12-09-2011 23:59:59,,,18944,04-11-2011 22:04:42,04-11-2011 22:04:42,05-11-2011 22:04:42,16.99
05/04/2011	active	missingToken	1001000000023587	Active Membership Token Does Not Exist In Store	1001000000023587,recurring,yes,VISA,,XXXXXXXXXXX6609,0613,,94,95116,,2065,16.99,monthly,01-11-2011 00:00:00,12-10-2011 23:59:59,,,19296,04-12-2011 22:05:29,04-12-2011 22:05:29,05-12-2011 22:05:29,16.99
05/04/2011	active	missingToken	1001000000025236	Active Membership Token Does Not Exist In Store	1001000000025236,recurring,yes,VISA,,XXXXXXXXXXX2703,1014,,14306,95127,,6638,16.99,monthly,01-12-2011 00:00:00,12-11-2011 23:59:59,,,19545,04-13-2011 22:04:09,04-13-2011 22:04:09,05-13-2011 22:04:09,16.99
05/04/2011	active	missingToken	1001000000025467	Active Membership Token Does Not Exist In Store	1001000000025467,recurring,yes,VISA,,XXXXXXXXXXX1678,0912,,15533,95116,,600,16.99,monthly,01-12-2011 00:00:00,12-11-2011 23:59:59,,,19547,04-13-2011 22:04:09,04-13-2011 22:04:09,05-13-2011 22:04:09,16.99
05/04/2011	active	missingToken	1001000000028057	Active Membership Token Does Not Exist In Store	1001000000028057,recurring,yes,VISA,,XXXXXXXXXXX2658,0912,CISNEROS/MARY ,3314,,95135,,6679,16.99,monthly,01-14-2011 00:00:00,12-13-2011 23:59:59,,,19846,04-15-2011 22:03:53,04-15-2011 22:03:53,05-15-2011 22:03:53,16.99
05/04/2011	active	missingToken	1001000000028610	Active Membership Token Does Not Exist In Store	1001000000028610,recurring,yes,VISA,,XXXXXXXXXXX2175,1014,ACERO/VERONICA T ,1875,,95116,,3829,16.99,monthly,01-14-2011 00:00:00,12-13-2011 23:59:59,,,19848,04-15-2011 22:03:53,04-15-2011 22:03:53,05-15-2011 22:03:53,16.99
05/04/2011	active	missingToken	1001000000028966	Active Membership Token Does Not Exist In Store	1001000000028966,recurring,yes,VISA,,XXXXXXXXXXX8671,0511,,1567,95122,,1007,16.99,monthly,01-15-2011 00:00:00,12-14-2011 23:59:59,,,20039,04-16-2011 22:04:26,04-16-2011 22:04:26,05-16-2011 22:04:26,16.99
05/04/2011	active	missingToken	1001000000030541	Active Membership Token Does Not Exist In Store	1001000000030541,recurring,yes,VISA,,XXXXXXXXXXX7387,0613,,2069,95122,,1143,16.99,monthly,01-16-2011 00:00:00,12-15-2011 23:59:59,,,20227,04-17-2011 22:04:22,04-17-2011 22:04:22,05-17-2011 22:04:22,16.99
05/04/2011	active	missingToken	1001000000030798	Active Membership Token Does Not Exist In Store	1001000000030798,recurring,yes,VISA,,XXXXXXXXXXX4270,0513,,73814,95112,,3642,16.99,monthly,01-16-2011 00:00:00,12-15-2011 23:59:59,,,20229,04-17-2011 22:04:22,04-17-2011 22:04:22,05-17-2011 22:04:22,16.99
05/04/2011	active	missingToken	1001000000031085	Active Membership Token Does Not Exist In Store	1001000000031085,recurring,yes,VISA,,XXXXXXXXXXX5987,0312,,3759,95111,,6717,16.99,monthly,01-16-2011 00:00:00,12-15-2011 23:59:59,,,20230,04-17-2011 22:04:22,04-17-2011 22:04:22,05-17-2011 22:04:22,16.99
05/04/2011	active	missingToken	1001000000033602	Active Membership Token Does Not Exist In Store	1001000000033602,recurring,yes,VISA,,XXXXXXXXXXX6750,0912,SOTO/ARACELI ,494,,95111,,5498,16.99,monthly,01-17-2011 00:00:00,12-16-2011 23:59:59,,,20482,04-18-2011 22:04:24,04-18-2011 22:04:24,05-18-2011 22:04:24,16.99
05/04/2011	active	missingToken	1001000000034139	Active Membership Token Does Not Exist In Store	1001000000034139,recurring,yes,MC,,XXXXXXXXXXX5492,1212,GATERS/ELAINE B ,300,95116,,6747,16.99,monthly,01-17-2011 00:00:00,12-16-2011 23:59:59,,,20484,04-18-2011 22:04:24,04-18-2011 22:04:24,05-18-2011 22:04:24,16.99
05/04/2011	active	missingToken	1001000000034428	Active Membership Token Does Not Exist In Store	1001000000034428,recurring,yes,VISA,,XXXXXXXXXXX2405,0214,,,1062,95031,,1637,16.99,monthly,01-17-2011 00:00:00,12-16-2011 23:59:59,,,20485,04-18-2011 22:04:24,04-18-2011 22:04:24,05-18-2011 22:04:24,16.99
05/04/2011	active	missingToken	1001000000035227	Active Membership Token Does Not Exist In Store	1001000000035227,recurring,yes,VISA,,XXXXXXXXXXX9507,1113,,215,95127,,6762,16.99,monthly,01-18-2011 00:00:00,12-17-2011 23:59:59,,,20931,04-20-2011 22:01:38,04-20-2011 22:01:38,05-20-2011 22:01:38,16.99
05/04/2011	active	missingToken	1001000000040441	Active Membership Token Does Not Exist In Store	1001000000040441,recurring,yes,VISA,,XXXXXXXXXXX0920,1113,,2326,95122,,6849,16.99,monthly,01-20-2011 00:00:00,12-19-2011 23:59:59,,,21148,04-21-2011 22:01:16,04-21-2011 22:01:16,05-21-2011 22:01:16,16.99
05/04/2011	active	missingToken	1001000000041084	Active Membership Token Does Not Exist In Store	1001000000041084,recurring,yes,MC,,XXXXXXXXXXX6025,1011,,219,95125,,2531,16.99,monthly,01-21-2011 00:00:00,12-20-2011 23:59:59,,,21312,04-22-2011 22:01:21,04-22-2011 22:01:21,05-22-2011 22:01:21,16.99
05/04/2011	active	missingToken	1001000000041498	Active Membership Token Does Not Exist In Store	1001000000041498,recurring,yes,VISA,,XXXXXXXXXXX9905,0913,,489 ,95111,,2142,16.99,monthly,01-21-2011 00:00:00,12-20-2011 23:59:59,,,21313,04-22-2011 22:01:21,04-22-2011 22:01:21,05-22-2011 22:01:21,16.99
05/04/2011	active	missingToken	1001000000042157	Active Membership Token Does Not Exist In Store	1001000000042157,recurring,yes,VISA,,XXXXXXXXXXX1057,0513,,3246 ,95111,,6888,16.99,monthly,01-22-2011 00:00:00,12-21-2011 23:59:59,,,21520,04-24-2011 22:01:06,04-24-2011 22:01:06,05-24-2011 22:01:06,16.99
05/04/2011	active	missingToken	1001000000042967	Active Membership Token Does Not Exist In Store	1001000000042967,recurring,yes,VISA,,XXXXXXXXXXX7228,1113,ESTEPA/SHEILA M ,3084,95135,,423,16.99,monthly,01-22-2011 00:00:00,12-21-2011 23:59:59,,,21521,04-24-2011 22:01:06,04-24-2011

This report displays all financial activity regarding the users' membership functionality. The data can be displayed on a given date range, and shows all recurring and expected fees.

Part Eleven: Multi - Store Reports



Child Record Compliance

Child Record Compliance
From 5/1/2014 to 5/5/2014

Salon #	Salon Name	Employee	Compliance %	City
12172	12172	JANET	0.00	Cedar Hill
12172	12172	TAIWANA	0.00	Cedar Hill
12172	12172	VICKI	0.00	Cedar Hill
12172	12172	BRANDEE	0.00	Cedar Hill

Displays all employees from all selected salons, and rates their percentage of compliance with child recordkeeping (not applicable in all areas).

Daily Posting

Daily Posting
May 01, 14 - May 01, 14

	Indian Trail
Sales	
Adult Male Cuts	$278.00
Adult Female Cuts	$159.00
Children Cuts	$26.00
Styling Perm	$0.00
Styling Color	$0.00
Styling Treatment	$0.00
Styling Wax	$10.00
Gift Certificates	$0.00
PCC Gift Cards	$0.00
Gross Product Sales	$72.86
Cost of Product Sales	$32.03
Sales Tax	$6.34
Deposit	
Cash	$26.50
Checks	$60.00
Credit	$497.70
Over Short	$0.00

This report displays the raw revenue amount of sales broken down by individual service, and each selected store, within a given date range.

Daily Posting

Daily Posting
May 01, 14 - May 01, 14

	Indian Trail
Sales	
Adult Male Cuts	$278.00
Adult Female Cuts	$159.00
Children Cuts	$26.00
Styling Perm	$0.00
Styling Color	$0.00
Styling Treatment	$0.00
Styling Wax	$10.00
Gift Certificates	$0.00
PCC Gift Cards	$0.00
Gross Product Sales	$72.86
Cost of Product Sales	$32.03
Sales Tax	$6.34
Deposit	
Cash	$26.50
Checks	$60.00
Credit	$497.70
Over Short	$0.00

This report displays the raw revenue amount of sales broken down by individual service, and each selected store, within a given date range.

Discount Report

Multi-Store Discount Usage by Quantity
April 1, 2014 - May 5, 2014

Store	Service Total	Product Total	12=13	Dshs	$1.00 Off internet coupon	$2.00 Off internet coupon	MISC. SERVICE DISCOUNT	MISC % SERVICE DISCOUNT	$9.99 HAIRCUT	MISC % PRODUCT DISCOUNT	MILITARY DISCOUNT	STUDENT DISCOUNT	Grand Total
07-WASC	21	0	4	14	1	2	0	0	0	0	0	0	21
08269	85	9	0	0	0	0	84	2	2	6	0	0	94
08291	108	6	0	0	0	0	2	1	0	5	103	3	114
12048	2	17	0	0	0	0	1	0	0	17	1	0	19
Grand Total	216	32	4	14	1	2	87	3	2	28	104	3	248

The multi-store version of this report allows users to track the performance of various promotional discounts across several salons. Research and forecasting are assisted with the various filters included in its operation as well.

Employee Trend

Employee Trend
January 2014 - January 2014

hale	Jan '14	Avg
Total Hours	145.82	145.82
Production Hours	145.82	145.82
Cuts	209	209
Cuts/Hr	1.43	1.43
Prod $/Hr	$1.44	$1.44
Total $/Hr	$24.33	$24.33
Redos	0	0
Redo %	0.00%	0.00%
peterson	**Jan '14**	**Avg**
Total Hours	148.58	148.58
Production Hours	148.58	148.58
Cuts	173	173
Cuts/Hr	1.16	1.16
Prod $/Hr	$0.69	$0.69
Total $/Hr	$19.84	$19.84
Redos	0	0
Redo %	0.00%	0.00%
Reedy	**Jan '14**	**Avg**
Total Hours	150.62	150.62
Production Hours	150.62	150.62
Cuts	176	176
Cuts/Hr	1.17	1.17
Prod $/Hr	$0.92	$0.92
Total $/Hr	$20.53	$20.53
Redos	0	0
Redo %	0.00%	0.00%
Mcgrew	**Jan '14**	**Avg**
Total Hours	3.73	3.73
Production Hours	3.73	3.73
Cuts	6	6
Cuts/Hr	1.61	1.61
Prod $/Hr	$6.16	$6.16
Total $/Hr	$29.46	$29.46
Redos	0	0
Redo %	0.00%	0.00%
hammel	**Jan '14**	**Avg**
Total Hours	46.97	46.97
Production Hours	46.97	46.97
Cuts	40	40
Cuts/Hr	0.85	0.85
Prod $/Hr	$0.21	$0.21
Total $/Hr	$14.48	$14.48
Redos	0	0
Redo %	0.00%	0.00%

Allows the user to quickly track employee performance over a large amount of stores, and it utilizes a start and end of month as a date range facilitator.

Mobile Analytics

Mobile Analytics Report
From May 01, 13 To May 05, 14

Store	Total Completed Check-ins (Call-ahead)	Total Completed Check-ins (Mobile)	Total Call-ahead Transactions	Total Mobile Transactions	Call-ahead Revenue	Mobile Revenue
HairCut-City	0	0	0	0	0	0
Lucy's Hair Salon	0	0	2280	2280	81518.8	81518.8
Quincy Campus	0	0	0	0	0	0
Shear Styles	0	0	0	0	0	0
Universal Spa Training	0	0	0	0	0	0
	0	0	2280	2280	81518.8	81518.8

Mobile Analytics covers the SalonCheckIn feature which can be an invaluable tool for branding and customer loyalty. The associated multi-store report will allow business owners to gauge how well this feature is working in bringing in new clients, and tallying the revenue gained therein.

Monthly Overview

Multi-Store Monthly
May 1, 2014 - May 31, 2014

Store #	Service Net $	% + or -	Retail Net $	% + or -	Retail / Service %	Tans	% + or -	GC	Total Volume	% + or -	Sales Tax	Paid Outs	Over / Short	2014 Year To Date $	2013 Year To Date $	% + or -
Indian Trail	$2415.00	-79.79%	$155.30	-65.48%	6.43%	$0.00	0.00%	$0.00	$2570.30	-79.27%	$13.51	$5.80	$0.00	$49218.24	$66075.01	-25.51%
Kemp Blvd	$4048.00	-87.63%	$146.76	-53.07%	3.63%	$0.00	0.00%	$0.00	$4194.76	-87.31%	$12.10	$13.44	$-3.80	$114885.07	$165358.03	-30.52%
Boulevard	$4155.00	-80.00%	$109.30	-66.23%	2.63%	$0.00	0.00%	$0.00	$4264.30	-79.79%	$9.02	$5.60	$0.00	$90704.74	$103490.13	-12.35%
Totals	$10618.00	-83.78%	$411.36	-62.13%	3.87%	$0.00	0.00%	$0.00	$11029.36	-83.43%	$34.63	$24.84	$-3.80	$254808.05	$334923.17	-23.92%

Displays all selected stores in a listed column format, and displays data pertinent to total volume and year-to-date performance separated by monthly increments.

Monthly Sales Projection

Monthly Sales Projection Report
Selected month projection compared to May 2013
Projected figures are based off of number of days open in previous year
Note: Projections are more accurate if a store upload is recent.

Stores	Days Open For Selected Month	Days Open Previous Year	Cuts/Day	Gross Sales per day	Projected Month Gross Sales	Net Sales per day	Projected Month Net Sales	Last Year Total Net	Selected Date Total Net
Wenatchee	5	30	63.20	1036.80	31104.00	1028.60	30858.00	34606.41	5142.99
L1	5	30	44.80	884.99	26549.70	866.54	25996.20	24109.77	4332.71
Yakima	5	30	69.20	1272.85	38185.50	1251.45	37543.50	27311.37	6257.24
Totals:	-	-	59.07	1064.88	95839.20	1048.86	94397.70	86027.55	15732.94

Much like the previous report, this displays the selected stores on top of each other in a column to compare sales data based on figures from the previous year.

Package Contribution Report

Package Contribution Report
From: 5/1/2013 To: 5/5/2014

Franchisee	Franchisee Name	Location	Package	Customer Name	Cell Number	Amount	Number	Revenue %	Footfalls %
80426			1 Feather & Application	Rylee		10	1	100.00	100.00
Total						**10.00**	**1.00**	**100.00**	**100.00**

Another very useful research and forecasting tool for businesses that are running package promotions. Multiple salons and multiple date ranged possibilities make this report one of the more popular in this section.

Product Orders

Product Orders Multi-Store Report
Date Range: April 1, 2014 - April 1, 2015

Store Name	Store PO Name	PO #	Date	Status	# Items	Order Total Cost	Order Received Cost	Product Sales Total for last 1 weeks
#1 SCIN	S1405011	S1405011	05/01/2014	Received	3	$ 70.32	$ 70.32	$ 1507.94
#1 SCIN	S1404081	S1404081	04/08/2014	Received	3	$ 48.33	$ 48.33	$ 1507.94
#1 SCIN	S1404032	S1404032	04/03/2014	Received	8	$ 221.14	$ 221.14	$ 1507.94
#1 SCIN	S1404031	S1404031	04/03/2014	Received	12	$ 393.27	$ 393.27	$ 1507.94
#2 SCIN	S1404301	S1404301	04/30/2014	Received	2	$ 47.88	$ 47.88	$ 1115.58
#2 SCIN	S1404092	S1404092	04/09/2014	Received	4	$ 122.65	$ 122.65	$ 1115.58
#2 SCIN	S1404091	S1404091	04/09/2014	Received	16	$ 253.01	$ 253.01	$ 1115.58
7 Total Order(s) Found								

This report shows total product orders for all selected salons within the given date range, and their current statuses. It also breaks the order down to individual product as well as cost versus retail.

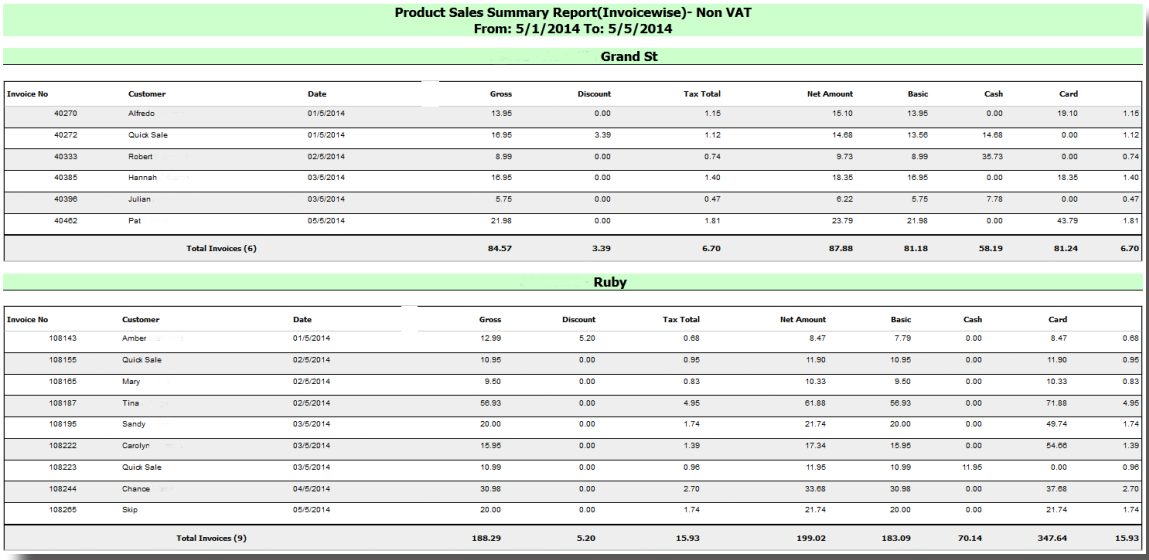
Product Sales

Multi-Store Product Sales
May 1, 2014 - May 31, 2014

Product code	Product	Brand	08808 - Amarillo Grand St	09 - BCFC51298 - L3	09-WASC - Ruby	Qty Sold	Total Cost	Total Retail	Profit	Product Profit %
16509	spray & play	Sexy Hair Concepts	0	0	1	1	$5.60	$17.95	$12.35	68.80%
17676	EX Body Sculpt Foam 16.9OZ	PAUL MITCHELL	1	0	0	1	$8.40	$21.98	$13.58	61.78%
017993	Hempz mini 3pack	HEMPZ	0	1	0	1	$5.04	$19.74	$14.70	74.47%
24011	Tea Tree Shamp 1ltr	Mitchell	0	0	1	1	$12.39	$30.98	$18.59	60.01%
40524	Super Skinny Serum 5.1 Oz	Mitchell	0	0	1	1	$7.59	$18.98	$11.39	60.01%
41194	Ice mini spiker	Joice/Ice	0	0	1	1	$1.80	$10.99	$9.19	83.62%
074108	Babyliss Brush	Misc..	0	1	0	1	$7.19	$13.85	$6.66	48.09%
75795	Super Skinny Serum .85OZ	PAUL MITCHELL	1	0	0	1	$2.53	$5.75	$3.22	56.00%
78050	Molding glue		0	0	1	1	$0.00	$10.95	$10.95	100.00%
78117	Tea tree Shmp		0	0	1	1	$0.00	$9.50	$9.50	100.00%
78123	color care shamp		0	0	1	1	$0.00	$9.50	$9.50	100.00%
128560	It's A 10 Leave IN Spry 4OZ	MIRACLE 10	2	0	0	2	$12.64	$33.90	$21.26	62.71%
152477	moisture shmp		0	0	2	2	$0.00	$19.00	$19.00	100.00%
152479	Moisture Cond		0	0	2	2	$0.00	$21.00	$21.00	100.00%
155635	EMJ Mint Daily Shampoo		1	0	0	1	$5.15	$8.99	$3.84	42.71%
160809	plat blond 10 oz	Mitchell	0	0	1	1	$5.19	$12.99	$7.80	60.05%
163418	100% free powder play1.1	Sexy Hair Concepts	0	0	1	1	$6.38	$15.95	$9.57	60.00%
165548	Olive Oil Cond		0	0	1	1	$0.00	$10.50	$10.50	100.00%
166021	Firm Hold GEL 8.45 OZ	AMERICAN CREW	1	0	0	1	$5.58	$13.95	$8.37	60.00%
205502	KMS MR LEAVE-IN COND.	KMS	0	1	0	1	$8.47	$18.85	$10.38	55.07%
255309	KMS CU Curling Balm	KMS	0	1	0	1	$8.43	$18.75	$10.32	55.04%
255453	KMS Curl Up Bounce Back Spray	KMS	0	1	0	1	$6.71	$14.90	$8.19	54.97%
355405	KMS molding past 3.4oz	KMS	0	1	0	1	$10.95	$17.95	$7.00	39.00%
355801	KMS HP GelWax	KMS	0	3	0	3	$25.41	$56.55	$31.14	55.07%
407715	KMS HS DRY XTRM MINI	KMS	0	1	0	1	$2.80	$5.50	$2.70	49.09%
407807	KMS HS STYLE BOOST	KMS	0	1	0	1	$8.43	$18.75	$10.32	55.04%
475914	JoiMistFirm *NEW	JOICO	0	1	0	1	$9.56	$19.95	$10.39	52.08%
476102	Power Gel	JOICO	0	1	0	1	$6.68	$13.95	$7.27	52.11%
476126	Power Spray	JOICO	0	1	0	1	$9.56	$19.95	$10.39	52.08%
476133	joico travel whipped mousse	JOICO	0	2	0	2	$5.26	$9.00	$3.74	41.56%
521653	Moro.oil trm. light 25ml	MOROCCANOIL	0	1	0	1	$8.30	$16.95	$8.65	51.03%
-	**Total:**		6	17	14	37	$196.04	$537.50	$341.46	63.53%

The multi-store version of the Product Sales report allows for a gigantic amount of salons (within that account) to be viewed at once for a comparison view of their retail performance.

Product Sales Register - Non VAT



Product Sales Summary Report(Invoicewise)- Non VAT
From: 5/1/2014 To: 5/5/2014

Grand St

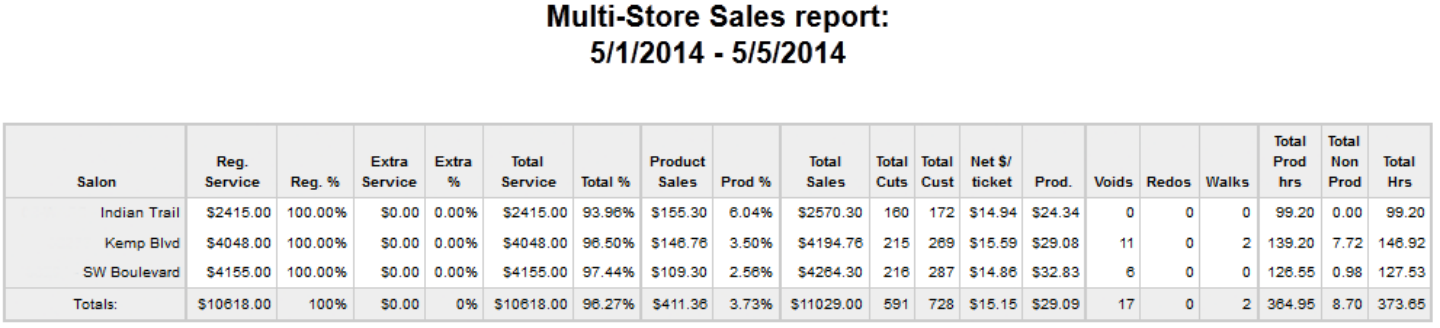
Invoice No	Customer	Date	Gross	Discount	Tax Total	Net Amount	Basic	Cash	Card	
40270	Alfredo	01/5/2014	13.95	0.00	1.15	15.10	13.95	0.00	19.10	1.15
40272	Quick Sale	01/5/2014	16.95	3.39	1.12	14.68	13.56	14.68	0.00	1.12
40333	Robert	02/5/2014	8.99	0.00	0.74	9.73	8.99	35.73	0.00	0.74
40385	Hannah	03/5/2014	16.95	0.00	1.40	18.35	16.95	0.00	18.35	1.40
40396	Julian	03/5/2014	5.75	0.00	0.47	6.22	5.75	7.78	0.00	0.47
40462	Pat	05/5/2014	21.98	0.00	1.81	23.79	21.98	0.00	43.79	1.81
Total Invoices (6)			**84.57**	**3.39**	**6.70**	**87.88**	**81.18**	**58.19**	**81.24**	**6.70**

Ruby

Invoice No	Customer	Date	Gross	Discount	Tax Total	Net Amount	Basic	Cash	Card	
108143	Amber	01/5/2014	12.99	5.20	0.68	8.47	7.79	0.00	8.47	0.68
108155	Quick Sale	02/5/2014	10.95	0.00	0.95	11.90	10.95	0.00	11.90	0.95
108165	Mary	02/5/2014	9.50	0.00	0.83	10.33	9.50	0.00	10.33	0.83
108187	Tina	02/5/2014	56.93	0.00	4.95	61.88	56.93	0.00	71.88	4.95
108195	Sandy	03/5/2014	20.00	0.00	1.74	21.74	20.00	0.00	49.74	1.74
108222	Carolyn	03/5/2014	15.95	0.00	1.39	17.34	15.95	0.00	54.66	1.39
108223	Quick Sale	03/5/2014	10.99	0.00	0.96	11.95	10.99	11.95	0.00	0.96
108244	Chance	04/5/2014	30.98	0.00	2.70	33.68	30.98	0.00	37.68	2.70
108265	Skip	05/5/2014	20.00	0.00	1.74	21.74	20.00	0.00	21.74	1.74
Total Invoices (9)			**188.29**	**5.20**	**15.93**	**199.02**	**183.09**	**70.14**	**347.64**	**15.93**

A very lengthy and in-depth multi-store product sales report allows for several salons to compare their retail performance, and further break that information down by individual employee.

Sales

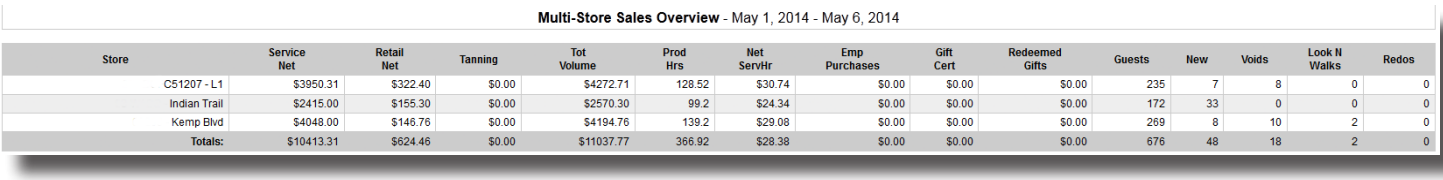


Multi-Store Sales report:
5/1/2014 - 5/5/2014

Salon	Reg. Service	Reg. %	Extra Service	Extra %	Total Service	Total %	Product Sales	Prod %	Total Sales	Total Cuts	Total Cust	Net $/ ticket	Prod.	Voids	Redos	Walks	Total Prod hrs	Total Non Prod	Total Hrs
Indian Trail	$2415.00	100.00%	$0.00	0.00%	$2415.00	93.96%	$155.30	6.04%	$2570.30	160	172	$14.94	$24.34	0	0	0	99.20	0.00	99.20
Kemp Blvd	$4048.00	100.00%	$0.00	0.00%	$4048.00	96.50%	$146.76	3.50%	$4194.76	215	269	$15.59	$29.08	11	0	2	139.20	7.72	146.92
SW Boulevard	$4155.00	100.00%	$0.00	0.00%	$4155.00	97.44%	$109.30	2.56%	$4264.30	216	287	$14.86	$32.83	6	0	0	126.55	0.98	127.53
Totals:	$10618.00	100%	$0.00	0%	$10618.00	96.27%	$411.36	3.73%	$11029.00	591	728	$15.15	$29.09	17	0	2	364.95	8.70	373.65

Meant to be a very detailed report for comparing the performance of several salons at once, and it does this task quite well. With multiple filters, this report can provide an endless amount of research potential.

Sales Overview



Multi-Store Sales Overview - May 1, 2014 - May 6, 2014

Store	Service Net	Retail Net	Tanning	Tot Volume	Prod Hrs	Net ServHr	Emp Purchases	Gift Cert	Redeemed Gifts	Guests	New	Voids	Look N Walks	Redos
C51207 - L1	$3950.31	$322.40	$0.00	$4272.71	128.52	$30.74	$0.00	$0.00	$0.00	235	7	8	0	0
Indian Trail	$2415.00	$155.30	$0.00	$2570.30	99.2	$24.34	$0.00	$0.00	$0.00	172	33	0	0	0
Kemp Blvd	$4048.00	$146.76	$0.00	$4194.76	139.2	$29.08	$0.00	$0.00	$0.00	269	8	10	2	0
Totals:	$10413.31	$624.46	$0.00	$11037.77	366.92	$28.38	$0.00	$0.00	$0.00	676	48	18	2	0

A slightly less detailed report as the previous one, but multiple salons are intended to be viewed in column format and compared based on service and retail volume numbers.

Salon Sales Register - Non VAT

Sales Summary Report(Invoicewise)-Non VAT
From: 5/5/2014 To: 5/5/2014

Invoice No	Customer	Date	Gross	Discount	Tax Total	Net Amount	Basic	Cash	Card	Walkout	Walkin	Gift Voucher	Sales Redeem	
124703	Tony Smith	05/5/2014 9:11 am	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124704	Eilu Sanchez	05/5/2014 9:29 am	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124705	Reagan Hinojos	05/5/2014 10:11 am	16.95	0.00	0.00	16.95	16.95	0.00	20.95	0.00	0.00	0.00	0.00	0.00
124706	Greg Benton	05/5/2014 10:25 am	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124707	Fernando Uribe	05/5/2014 10:10 am	16.95	0.00	0.00	16.95	16.95	0.00	16.95	0.00	0.00	0.00	0.00	0.00
124708	Adan Rivera	05/5/2014 10:36 am	19.95	0.00	0.00	19.95	19.95	19.95	0.00	0.00	0.00	0.00	0.00	0.00
124709	Brian Swinny	05/5/2014 10:45 am	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124710	Kylian Baeza	05/5/2014 11:00 am	16.95	0.00	0.00	16.95	16.95	0.00	20.95	0.00	0.00	0.00	0.00	0.00
124712	Thomas McComic	05/5/2014 11:06 am	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124713	David Watkins	05/5/2014 11:11 am	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124714	Kerry Worthington	05/5/2014 11:21 am	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124715	Paul Constancio	05/5/2014 11:29 am	16.95	0.00	0.00	16.95	16.95	0.00	20.00	0.00	0.00	0.00	0.00	0.00
124716	Robert sr Guebara	05/5/2014 11:51 am	16.95	0.00	0.00	16.95	16.95	0.00	16.95	0.00	0.00	0.00	0.00	0.00
124717	Adam Lara	05/5/2014 12:22 pm	16.95	0.00	0.00	16.95	16.95	0.00	26.95	0.00	0.00	0.00	0.00	0.00
124718	Toni Myers	05/5/2014 12:47 pm	16.95	0.00	0.00	16.95	16.95	0.00	36.95	0.00	0.00	0.00	0.00	0.00
124719	Lee Sale	05/5/2014 12:41 pm	16.95	0.00	0.00	16.95	16.95	0.00	16.95	0.00	0.00	0.00	0.00	0.00
124720	Rayray Galvan	05/5/2014 1:46 pm	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124721	Denny Jauer	05/5/2014 1:44 pm	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124722	Bettie Livingston	05/5/2014 2:08 pm	16.95	0.00	0.00	16.95	16.95	16.95	0.00	0.00	0.00	0.00	0.00	0.00
124723	Louellen Starks	05/5/2014 2:14 pm	16.95	0.00	0.00	16.95	16.95	0.00	21.95	0.00	0.00	0.00	0.00	0.00

Much like the Product Sales Register shown previously, this is a very in-depth report that displays a large amount of data and includes all revenue transactions to take place in that given date range, across several locations.

Service Sales

Multi-Store Service Sales
May 5, 2014 - May 5, 2014

Service code	Service	103		104		105		Total Count	Total Net
		Count	Net	Count	Net	Count	Net		
1	Supercut	19	$290.40	19	$295.60	33	$521.00	71	$1107.00
2	Supercut Jr.	0	$0.00	1	$14.00	4	$56.00	5	$70.00
3	Supercut Sr.	3	$45.00	2	$30.00	4	$60.00	9	$135.00
13	Shampoo Only	1	$7.00	0	$0.00	0	$0.00	1	$7.00
14	Shampoo As Add-on	1	$5.00	4	$19.50	5	$25.00	10	$49.50
18	Moustache Trim	0	$0.00	1	$3.60	0	$0.00	1	$3.60
19	Beard Trim	0	$0.00	0	$0.00	3	$21.00	3	$21.00
21A	Blow Dry/Style 5-15	1	$11.00	0	$0.00	0	$0.00	1	$11.00
27	Buzz Cut - Single Guard	0	$0.00	0	$0.00	1	$13.00	1	$13.00
31	Waxing - Eyebrows	1	$12.00	1	$10.80	3	$36.00	5	$58.80
32	Waxing - Lip	0	$0.00	0	$0.00	1	$10.00	1	$10.00
34	Waxing - Facial	0	$0.00	1	$27.00	0	$0.00	1	$27.00
38	T3 Exper - ADD ON Service	0	$0.00	3	$20.30	3	$21.00	6	$41.30
50 XL	8 Pack Foil XL	0	$0.00	0	$0.00	1	$49.00	1	$49.00
52 L	Top Accent Weave L	1	$44.00	0	$0.00	0	$0.00	1	$44.00
64 L	Glazing L	0	$0.00	1	$59.00	0	$0.00	1	$59.00
64 S	Glazing S	1	$39.00	0	$0.00	0	$0.00	1	$39.00
REQ	REQUEST	3	$0.00	4	$0.00	1	$0.00	8	$0.00
-	Total:	31	$ 453.40	37	$ 479.80	59	$ 812.00	127	$1745.20

Shows a snapshot view of all services being sold for multiple stores in column format, and the data is further broken down by the number of instances the service was performed along with the net amount gained in revenue.

Settings Comparison Report

Settings Comparison Report

	Grand St	L3
sales Tickets & Sales		
Skip Ticket Options	no	no
Allow duplicate services in package	no	no
Auto prompt for Split Commission in checkout	no	no
Allow Split Commission in Service Setup	no	no
Services buttons in Customer Lookup	no	no
Allow Edit Commision at Checkout	yes	yes
Discounts return to First Page	no	no
Enable Auto Discounting	yes	yes
Enable Price Groups	no	no
Enable Service Requests In System	yes	yes
Enable Ticket Number Entry	no	no
Use Gender Based Pricing	no	no
Rearrange details in Sales Register	no	no
Show customer information in release header	yes	yes
Enable HUL Package Sale	no	no
Enable HUL Series Sale	no	no
Maximum number of items for Add Quantity	0	0
Prevent Tickets with a Refund from being part of Multitickets	no	no
Number of Quick Keys Displayed on Check Out	yes	yes
Require Employee Selection For Pre-Pay	no	no
Require all tickets closed before closeout	no	no
Set Active Stylist To Commission On Checkout	no	no
Round off the Payment Amount	no	no
Show Void Button on Checkout	yes	yes
sales Reports		
Show 'Additional Time' as 'Personal Time'	no	no
Age Definitions - Adult	58	64
Base Cut Price	13.95	15.95
Age Definitions - Child	12	12

A relatively new report. This tool will allow users and administrators of the SuperSalon Point of Sale to review and compare various software settings across all salons within the same account.

Store Ranking

Store Ranking Report
05/05/2014 - 05/05/2014
(Gross / Net)
Please click on a heading to sort

Name	Guest Count	Wax Count	Total Sales Gross	Total Sales Net	Service Gross	Service Net	Product Gross	Product Net	PPG Gross	PPG Net	PPH Net	PPH Com	Avg Ticket Gross	Avg Ticket Net	Waxing Gross	Waxing Net	Perm Gross	Perm Net	Color Gross	Color Net	Shampoo Count	Treatment Count	Cash Deposit	Check Deposit	Last Uploaded
Indian Trail	32	2	$485.99	$485.99	$461.00	$461.00	$24.99	$24.99	$0.78	$0.78	$23.97	$23.97	$15.19	$15.19	$18.00	$18.00	$0.00	$0.00	$0.00	$0.00	1	0	$130.52	$31.00	09:59PM 05/5/2014
Kemp Blvd	54	3	$893.90	$889.01	$847.00	$847.00	$46.90	$42.01	$0.87	$0.78	$34.24	$34.24	$16.55	$16.46	$28.00	$28.00	$0.00	$0.00	$55.00	$55.00	0	0	$291.56	$0.00	09:32PM 05/5/2014
SW Boulevard	57	0	$819.50	$816.50	$809.00	$806.00	$10.50	$10.50	$0.18	$0.18	$29.71	$29.71	$14.38	$14.32	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	2	0	$409.40	$20.00	09:45PM 05/5/2014
Totals	143	5	$2199.39	$2191.50	$2117.00	$2114.00	$82.39	$77.50	$1.83	$1.74	$87.92	$87.92	$46.12	$45.97	$46.00	$46.00	$0.00	$0.00	$55.00	$55.00	3	0	$831.48	$51.00	

A very detailed report that compares multiple salons at once based on several user-defined filters that can be selected or unselected depending on the nature of the data needed.

Weekly Overview

Multi-Store Weekly
Monday May 5, 2014 - May 11, 2014

Store #	Service Net $	% + or -	Retail Net $	% + or -	Retail / Service %	Stylist Retail	Tans	% + or -	GC	Total Volume	% + or -	Men	Wmn	Child	New	Total Client	% + or -
Grand St	$570.00	-86.76%	$21.98	-80.84%	3.86%	$21.98	$0.00	0.00%	$0.00	$591.98	-86.60%	20	8	1	5	29	-89.45%
L3	$1017.85	-82.59%	$18.75	-94.17%	1.84%	$18.75	$0.00	0.00%	$0.00	$1036.60	-83.34%	26	24	2	21	52	-84.19%
Ruby	$377.00	-91.87%	$20.00	-95.62%	5.31%	$20.00	$0.00	0.00%	$0.00	$397.00	-92.20%	23	5	0	8	28	-91.11%
Totals	$1964.85	-86.71%	$60.73	-93.20%	3.09%	$60.73	$0.00	0.00%	$0.00	$2025.58	-87.12%	69	37	3	34	109	-88.14%

This is yet another comparative report designed to be run for multiple salons at once on a given date range, and it tracks several metrics from total volume to customer demographics.

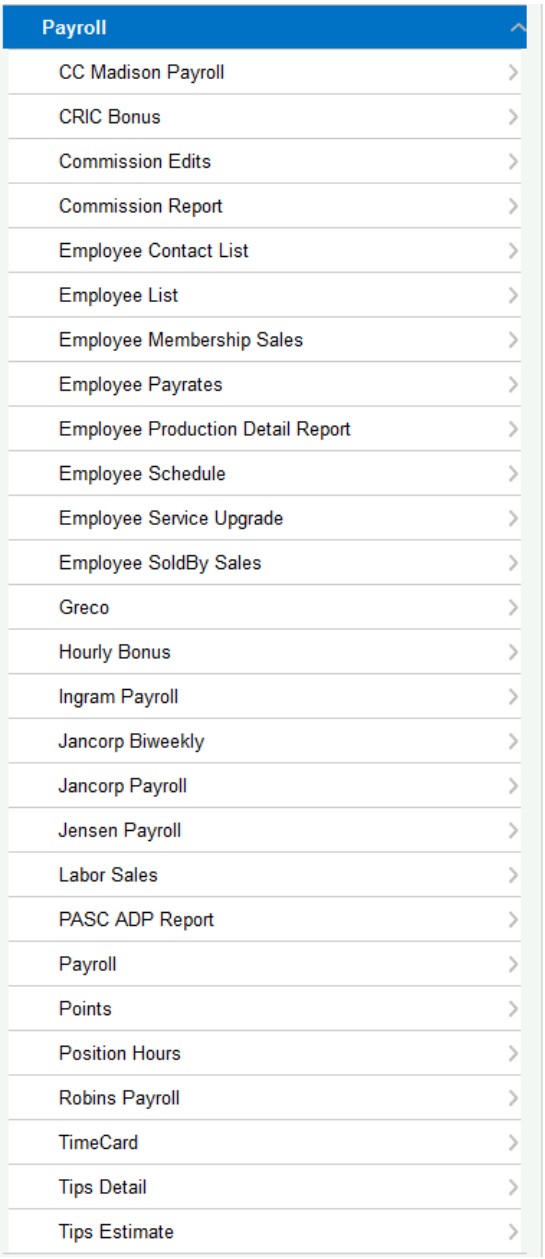
eMail Capture Report

Email Capture Rate
Customers Visited April 2014 vs. May 2014

Store	Employee	Email	Total	Percent	Previous Month Email	Previous Month Total	Previous Month Percent
80426		0	97	0.00	0	718	0.00
80426		0	8	0.00	0	56	0.00
80426		0	15	0.00	0	123	0.00
80426		0	27	0.00	0	188	0.00
80426		0	1	0.00	0	14	0.00
80426		0	3	0.00	0	30	0.00
80426		0	5	0.00	0	21	0.00
80426		0	6	0.00	0	49	0.00
80426		0	6	0.00	0	38	0.00
80426		0	7	0.00	0	8	0.00
80426		0	0	0.00	0	1	0.00
80103		0	229	0.00	0	1150	0.00

This monthly based report displays the amount of times a stylist or receptionist inputs an e-mail address into the customer information. This amount is then turned into a percentage of total customers input, and compared with previous months.

Part Twelve: Payroll Reports



Commission Edits

Commission Edits

January 1, 2014 - May 3, 2014

Commission Changes						
Ticket #	**Ticket Date**	**Amount**	**Comm. Edit Date**	**Original Comm.**	**New Comm.**	**Assigner**
9	04/09/2014	$13.50	04/09/2014	House	TAYLER REEVES	House

Presents a snapshot view of all commissions that have been edited in a given date range. The data can be displayed based on commission edit date, or the date of the transaction itself.

Commission Report

Commission Report
5/5/2014 - 5/5/2014

Franchise	Franchise Name	Franchise Location	Op-Code	Op-Name	Op-Cat	Op-Cat-Desc	Number	Amount	Commission
8269				ALANIZ, EULALIA	0	Stylist			
8269				ALLEN, AMELIA	0	Stylist			
8269				ANTONES, PAIGE	0	Stylist			
8269				BASHFORD, JESSICA	0	Stylist			
8269				Centeno, Maria	0				
8269				CENTENO, MARIA	0	Stylist			
8269				DAINO, JUDY	0	Stylist			
8269				DEJESSO, KERRI	0	Stylist			
8269				GRIGORIADIS, MARIAH	0	Stylist			
8269				HOPSTETTER, MISTY	0	Stylist			
8269				JUAREZ, SABITA	0	Stylist			
8269				LOPEZ-PECINO, MONICA	0	Stylist			
8269				MALACUSKY, SHANE	0	Stylist	16	272	
8269				MATA, JAMIE	0	Stylist			
8269				MURILLO, CINDY	0	Asst. Manager	22	289	
8269				ORTEGA, TANYA	0	Stylist			
8269				PARKS, CAMMI	0	Regional Manager			
8269				PARKS, ASHTON	0	Stylist			
8269				PEARCE, DESTINEY	0	Stylist			
8269				POZOS, YESICA	0	Stylist	8	113	
8269				QUINONEZ, LIZZETTE	0	Stylist			
8269				RENEAU, KYLIE	0	Stylist			
8269				RIOS, SUSETTE	0	Manager	12	173	
8269				SIMS, BRITNEY	0	Stylist			
8269				VELASQUEZ, BRIAN	0	Stylist			
8269				WATKINS, LEANN	0	Stylist			
8269				WENDE, SHELIA (REGIONAL)	0	Regional Manager			
8269				WILLIAMS, JESSICA	0	Stylist			
8269				Total			58	847	0

Here the user can see the total commission amount for a given date range, broken down by franchise name and location.

Employee Contact List

RSD Documentation

Employees -							
Employee Name	**Position**	**Phone Num**	**Cell Phone**	**Address**	**City**	**State**	**Zipcode**
Bardman, Dan	Stylist						
Brutnadilewski, Carl	Tanning Mage	1231231234	3213214321	1122 Boogie / Woogie Avenue	Discoton	FL	88551
Cuts, Zoe	Stylist	1231231234	3213214321	123 Jones Way	Nicetown	KS	88551
Dee, John	Stylist						
Dekel, Natalie	Stylist						
Fernandez, Vanessa	Receptionist	1231231234	3213214321	123 Jones Way	Nicetown	KS	88551
Garcia, Lorena	Stylist						
Hall, Manfred	Stylist						
James, Jessica	Stylist	1231231234	3213214321	123 Jones Way	Nicetown	KS	88551
MacGhee, Clipper	Stylist	1231231234	3213214321	123 Jones Way	Nicetown	KS	88551
Meza, Paty	Manager						
Powers, Laura	Stylist						
Ridley, Candia	Manager						
Rule, Wendy	Stylist						
Samson, Delilah	Geneticist	1231231234	3213214321	123 Jones Way	Nicetown	KS	88551
St. Jack, Edna	Manager	1231231234	3213214321	123 Jones Way	Nicetown	KS	88551
Staelens, Sheryl	Stylist						
Yin, Kwan	Stylist						
18 Employee Record(s) Found							

Displays the name, position, and contact information of all active employees currently on the payroll of the salon.

Employee List

RSD Documentation

All Employees							
Employee Name	**SSN**	**Position**	**YTD Hours**	**Total Hours**	**Status**	**Hired**	**Terminated**
Bardman, Dan		Stylist	0	0	H	02/22/2009	
Brutnadilewski, Carl	123121234	Tanning Mage	0	2139.92	H	09/11/2011	
Cuts, Zoe	123121234	Stylist	0	670.51	H	07/13/2012	
Dee, John		Stylist	0	0	H		
Dekel, Natalie		Stylist	0	0	H	04/15/2009	
Elton, John	123121234	Sign In	0	1095.22	T	10/14/2011	06/17/2012
Fernandez, Vanessa	123121234	Receptionist	0	129.21	H	09/02/2012	
Garcia, Lorena		Stylist	0	0	H	06/27/2011	
Greenburg, Suzy	123121234		0	230.26	T	10/01/2011	10/28/2011
Hall, Manfred		Stylist	2.48	2.48	H		
James, Jessica	123121234	Stylist	0	1063.65	H	11/09/2011	
Juantez, Mari	123121234		0	6.95	T	09/09/2011	09/10/2011
Lyle, Minnie	123121234	Sign In	0	107.47	T	04/02/2012	06/17/2012
MacGhee, Clipper	123121234	Stylist	0	703.56	H	06/12/2012	
McStewart, Johanna	123121234		0	121.81	T	09/18/2011	10/22/2011
Meza, Paty		Manager	0	0	H	03/17/2007	
O'Toole, Margana	123121234		0	439.76	T	09/10/2011	01/31/2012
Powers, Laura		Stylist	0	0	H	05/31/2006	
Ridley, Candia		Manager	0	0	H		
Rule, Wendy		Stylist	2.57	2.57	H	05/31/2006	
Samson, Delilah	123121234	Geneticist	0	40.84	H	10/01/2012	
St. Jack, Edna	123121234	Manager	0	2366.47	H		
Staelens, Sheryl		Stylist	0	0	H	09/13/2006	
Yin, Kwan		Stylist	0	0	H	03/14/2010	
24 All Employee Record(s) Found							

This report shows a more detailed list of active employees, then the contact list with the ability to sort by individual employee. This report may be run for multiple salons at once.

Employee Membership Sales

Membership Sales Report

From 05/01/2014 To 05/05/2014			
Employee Name	**Membership**	**Count**	**Price**
Farah			
	Brow Memberhsip Promo	2	25.98
	Membership Late Payment Fee	3	0
	Membership Late Dues	3	0
cristina			
	Brow Membership Reg	1	15.99
	Brow Memberhsip Promo	1	12.99
Naurezah			
	Membership Late Payment Fee	1	0
	Membership Late Dues	1	0

Because they tend to have unique commission structures, a special report has been created to track employee sales performance in regards to Memberships.

Employee Payrates

Employee Payrates

Click on headers to sort.

Store	Employee	Production	Non Production
RSD Documentation	Bardman, Dan	$0.00	$0.00
RSD Documentation	Brutnadilewski, Carl	$10.00	$0.00
RSD Documentation	Cuts, Zoe	$10.00	$0.00
RSD Documentation	Dee, John	$0.00	$0.00
RSD Documentation	Dekel, Natalie	$0.00	$0.00
RSD Documentation	Fernandez, Vanessa	$0.00	$0.00
RSD Documentation	Garcia, Lorena	$0.00	$0.00
RSD Documentation	Hall, Manfred	$0.00	$0.00
RSD Documentation	James, Jessica	$10.00	$0.00
RSD Documentation	MacGhee, Clipper	$10.00	$0.00
RSD Documentation	Meza, Paty	$0.00	$0.00
RSD Documentation	Powers, Laura	$0.00	$0.00
RSD Documentation	Ridley, Candia	$0.00	$0.00
RSD Documentation	Rule, Wendy	$0.00	$0.00
RSD Documentation	Samson, Delilah	$0.00	$0.00
RSD Documentation	St. Jack, Edna	$12.00	$0.00
RSD Documentation	Staelens, Sheryl	$0.00	$0.00
RSD Documentation	Yin, Kwan	$0.00	$0.00

This report displays a current list of all active employees, along with their production and non-production pay rates.

Employee Production Detail Report

Employee Production Detail Report
May, 1, 2014-May 1, 2014

Name: Arrick	Employee #: 598			
Days	**01**	**Total**	**# Days**	**Per Day**
Hours Worked	1.00	1	1	1.00
Redos	0	0	1	0.00
Request	0	0	1	0.00
Total Haircut Base QTY	0	0	1	0.00
Total Haircut Other QTY	0	0	1	0.00
Total Haircut QTY	0	0	1	0.00
Categories (Gross $)				
Days	**01**	**Total**	**Qty**	**Percent**
Hair Cut	0.00	0.00	0	0.00%
Wax	0.00	0.00	0	0.00%
Color	0.00	0.00	0	0.00%
Treatment	0.00	0.00	0	0.00%
Other	0.00	0.00	0	0.00%
Shampoo	0.00	0.00	0	0.00%
Men's Services	0.00	0.00	0	0.00%
Style	0.00	0.00	0	0.00%
Services (Gross $)				
Supercut	0.00	0.00	0	0.00%
Supercut Sr.	0.00	0.00	0	0.00%
Buzz Cut - Single Guard	0.00	0.00	0	0.00%
Waxing - Eyebrows	0.00	0.00	0	0.00%
Waxing - Lip	0.00	0.00	0	0.00%
Glazing S	0.00	0.00	0	0.00%
T3 Exper - ADD ON Service	0.00	0.00	0	0.00%
REQUEST	0.00	0.00	0	0.00%
Shampoo As Add-on	0.00	0.00	0	0.00%
Beard Trim	0.00	0.00	0	0.00%
Flat Iron Service	0.00	0.00	0	0.00%
Name: Arrick	**Employee #: 598**			
Totals				
Days	**01**	**Total**	**Qty**	**Percent**
Service Gross	0.00	0.00	0	100%
Service Refund	0.00	0.00	0	
Service Discount	0.00	0.00	0	
Service Net	0.00	0.00	0	
Product Gross	0.00	0.00	0	
Product Discount	0.00	0.00	0	
Product Net	0.00	0.00	0	

Total Prod. Hrs: 0.00	Total Haircuts: 0	Gross Srvs/Hour: 0.00	Net /Ticket: 0.00
Total Other Hrs: 1.00	Haircuts/Hour: 0.00	Net Srvs/Hour: 0.00	Gross /Ticket: 0.00
Total Hrs: 1.00	Avg. Cut Time: 0 mins.	Gross Prds/Hour: 0.00	Net /Cut: $0.00
Male Cust: 0% (/0)	Avg. Between Cuts: 0 mins.	Net Prds/Hour: 0.00	Gross /Cut: 0.00
Female Cust: 0% (/0)	Cuts < 10 mins: 0	Cuts > 20 mins: 0	PPG:0.00/ PPC:0.00
Tips: $0.00	# Srvs Tickets: 0		Net Prds on Srvs Tickets: $0.00
Net Amnt Srvs Tickets: $0.00	Avg Srvs Ticket Amt: $0.00		Net Prds on Srvs Tickets/Net Srvs: 0.00%

The report shown above, though new, has quickly gained popularity as it tracks employee performance in both sales and retail concerns in minute detail.

Employee Schedule

Two Week Schedule

Monday 05/19/2014 - Sunday 05/25/2014

Employee Name	Mon 19th	Tue 20th	Wed 21st	Thu 22nd	Fri 23rd	Sat 24th	Sun 25th
Stylists							
LOPEZ	N/A	N/A	N/A	N/A	N/A	N/A	N/A
RUIZ	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LUJAN LARES	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DIXON	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WINGATE	N/A	N/A	N/A	N/A	N/A	N/A	N/A
QUINONEZ	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Monday 05/26/2014 - Sunday 06/01/2014

Employee Name	Mon 26th	Tue 27th	Wed 28th	Thu 29th	Fri 30th	Sat 31st	Sun 1st
Stylists							
LOPEZ	N/A	N/A	N/A	N/A	N/A	N/A	N/A
RUIZ	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LUJAN LARES	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DIXON	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WINGATE	N/A	N/A	N/A	N/A	N/A	N/A	N/A
QUINONEZ	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Shows past and current schedules of all active salon employees based on the active page, and can be filtered for individual start day.

Hourly Bonus

Hourly Bonus Report

05/01/2014 - 05/05/2014

Payroll ID	Name	Stylist	Training	Total Hours	Bonus $
0	Broderson, Brooke	16.36	0.00	16.36	$0.00
0	Hibbard, Sally	2.13	0.00	2.13	$0.00
0	Menzel, Mandy	41.49	0.00	41.49	$0.00
0	Miller, Heather	27.43	0.00	27.43	$0.00
0	Neitzel, Cassandra	15.08	0.00	15.08	$0.00
0	Sanchez, Aide	30.53	0.00	30.53	$0.00

Displays the total amount of hourly bonus pay, separated by employee and their unique payroll ID.

Labor Sales

Labor Sales Report

04/20/2014 - 04/26/2014

Total Non Production Labor	0.00	$0.00	$0.00	$0.00	0%	$0.00	0%

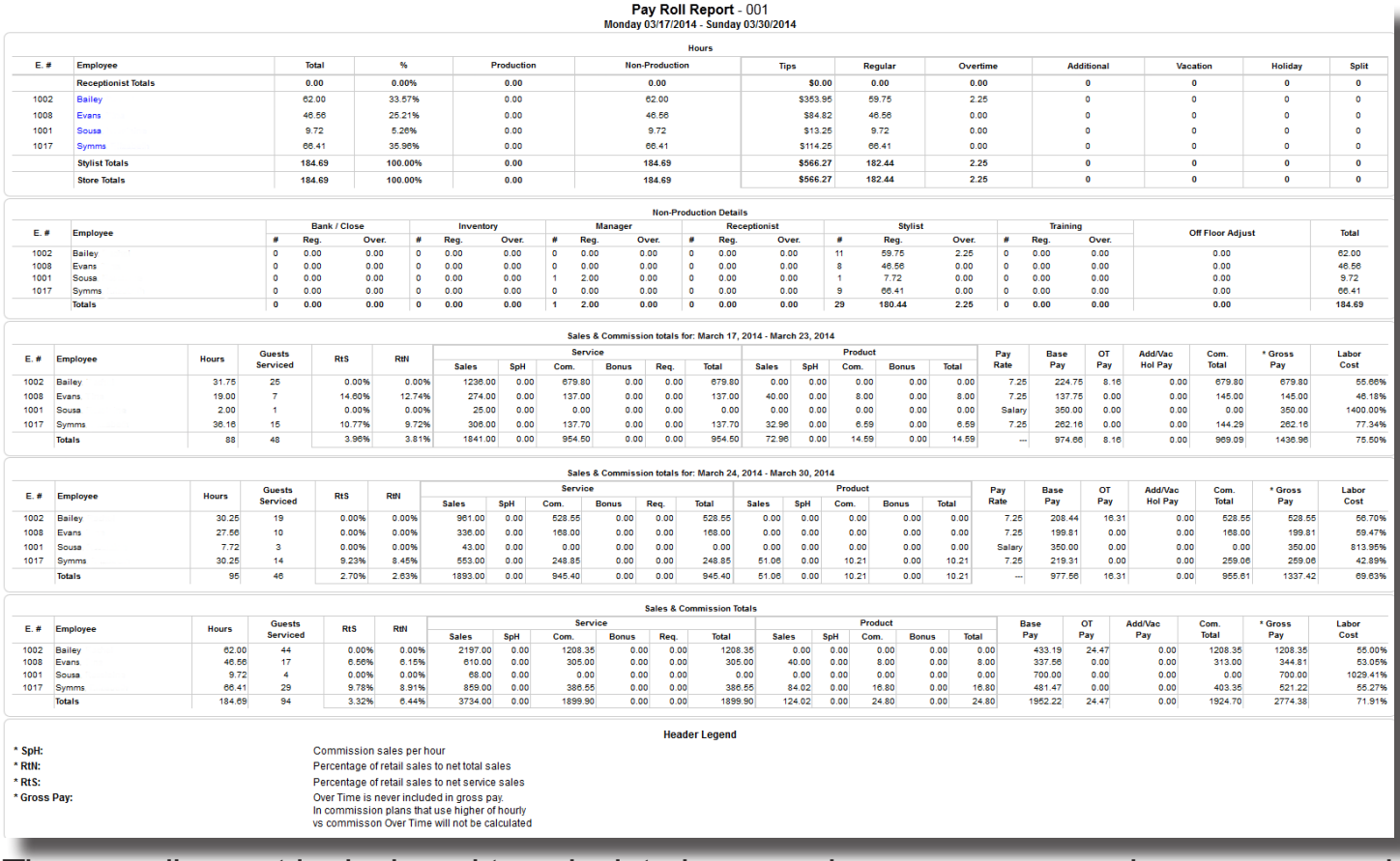
Summary

Sales	Actual
Service Sales	$0.00
Retail Sales	$0.00
Total Sales	$0.00
Total Retail % of Sales	0.00%

Non Production Labor	Actual
Total Non Production Labor (Exc Retail)	$0.00
Total Non Production Labor (Inc Retail)	$0.00
Total Non Production % of Total Sales	0.00%

This report tracks all nonproduction labor and displays a summary of all service and retail sales that were gained during that time frame.

Payroll



Pay Roll Report - 001
Monday 03/17/2014 - Sunday 03/30/2014

Hours

E. #	Employee	Total	%	Production	Non-Production	Tips	Regular	Overtime	Additional	Vacation	Holiday	Split
	Receptionist Totals	**0.00**	**0.00%**	**0.00**	**0.00**	**$0.00**	**0.00**	**0.00**	**0**	**0**	**0**	**0**
1002	Bailey	62.00	33.57%	0.00	62.00	$363.95	59.75	2.25	0	0	0	0
1008	Evans	46.56	25.21%	0.00	46.56	$84.82	46.56	0.00	0	0	0	0
1001	Sousa	9.72	5.26%	0.00	9.72	$13.25	9.72	0.00	0	0	0	0
1017	Symms	66.41	35.96%	0.00	66.41	$114.25	66.41	0.00	0	0	0	0
	Stylist Totals	**184.69**	**100.00%**	**0.00**	**184.69**	**$566.27**	**182.44**	**2.25**	**0**	**0**	**0**	**0**
	Store Totals	**184.69**	**100.00%**	**0.00**	**184.69**	**$566.27**	**182.44**	**2.25**	**0**	**0**	**0**	**0**

Non-Production Details

E. #	Employee	Bank / Close			Inventory			Manager			Receptionist			Stylist			Training			Off Floor Adjust	Total
		#	Reg.	Over.	#	Reg.	Over.	#	Reg.	Over.	#	Reg.	Over.	#	Reg.	Over.	#	Reg.	Over.		
1002	Bailey	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	11	59.75	2.25	0	0.00	0.00	0.00	62.00
1008	Evans	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	8	46.56	0.00	0	0.00	0.00	0.00	46.56
1001	Sousa	0	0.00	0.00	0	0.00	0.00	1	2.00	0.00	0	0.00	0.00	1	7.72	0.00	0	0.00	0.00	0.00	9.72
1017	Symms	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	9	66.41	0.00	0	0.00	0.00	0.00	66.41
	Totals	**0**	**0.00**	**0.00**	**0**	**0.00**	**0.00**	**1**	**2.00**	**0.00**	**0**	**0.00**	**0.00**	**29**	**180.44**	**2.25**	**0**	**0.00**	**0.00**	**0.00**	**184.69**

Sales & Commission totals for: March 17, 2014 - March 23, 2014

E. #	Employee	Hours	Guests Serviced	RtS	RtN	Service						Product					Pay Rate	Base Pay	OT Pay	Add/Vac Hol Pay	Com. Total	* Gross Pay	Labor Cost
						Sales	SpH	Com.	Bonus	Req.	Total	Sales	SpH	Com.	Bonus	Total							
1002	Bailey	31.75	25	0.00%	0.00%	1236.00	0.00	679.80	0.00	0.00	679.80	0.00	0.00	0.00	0.00	0.00	7.25	224.75	8.16	0.00	679.80	679.80	55.66%
1008	Evans	19.00	7	14.60%	12.74%	274.00	0.00	137.00	0.00	0.00	137.00	40.00	0.00	8.00	0.00	8.00	7.25	137.75	0.00	0.00	145.00	145.00	46.18%
1001	Sousa	2.00	1	0.00%	0.00%	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Salary	350.00	0.00	0.00	0.00	350.00	1400.00%
1017	Symms	36.16	15	10.77%	9.72%	306.00	0.00	137.70	0.00	0.00	137.70	32.96	0.00	6.59	0.00	6.59	7.25	262.16	0.00	0.00	144.29	262.16	77.34%
	Totals	88	48	3.96%	3.81%	1841.00	0.00	954.50	0.00	0.00	954.50	72.96	0.00	14.59	0.00	14.59	---	974.66	8.16	0.00	969.09	1436.96	75.50%

Sales & Commission totals for: March 24, 2014 - March 30, 2014

E. #	Employee	Hours	Guests Serviced	RtS	RtN	Service						Product					Pay Rate	Base Pay	OT Pay	Add/Vac Hol Pay	Com. Total	* Gross Pay	Labor Cost
						Sales	SpH	Com.	Bonus	Req.	Total	Sales	SpH	Com.	Bonus	Total							
1002	Bailey	30.25	19	0.00%	0.00%	961.00	0.00	528.55	0.00	0.00	528.55	0.00	0.00	0.00	0.00	0.00	7.25	208.44	16.31	0.00	528.55	528.55	56.70%
1008	Evans	27.56	10	0.00%	0.00%	336.00	0.00	168.00	0.00	0.00	168.00	0.00	0.00	0.00	0.00	0.00	7.25	199.81	0.00	0.00	168.00	199.81	59.47%
1001	Sousa	7.72	3	0.00%	0.00%	43.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Salary	350.00	0.00	0.00	0.00	350.00	813.95%
1017	Symms	30.25	14	9.23%	8.45%	553.00	0.00	248.85	0.00	0.00	248.85	51.06	0.00	10.21	0.00	10.21	7.25	219.31	0.00	0.00	259.06	259.06	42.89%
	Totals	95	46	2.70%	2.63%	1893.00	0.00	945.40	0.00	0.00	945.40	51.06	0.00	10.21	0.00	10.21	---	977.56	16.31	0.00	955.61	1337.42	69.63%

Sales & Commission Totals

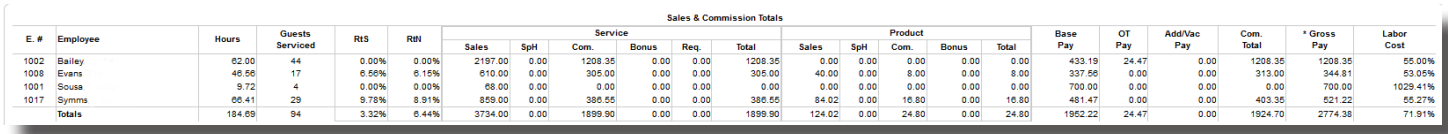
E. #	Employee	Hours	Guests Serviced	RtS	RtN	Service						Product					Base Pay	OT Pay	Add/Vac Pay	Com. Total	* Gross Pay	Labor Cost
						Sales	SpH	Com.	Bonus	Req.	Total	Sales	SpH	Com.	Bonus	Total						
1002	Bailey	62.00	44	0.00%	0.00%	2197.00	0.00	1208.35	0.00	0.00	1208.35	0.00	0.00	0.00	0.00	0.00	433.19	24.47	0.00	1208.35	1208.35	55.00%
1008	Evans	46.56	17	6.56%	6.15%	610.00	0.00	305.00	0.00	0.00	305.00	40.00	0.00	8.00	0.00	8.00	337.56	0.00	0.00	313.00	344.81	53.05%
1001	Sousa	9.72	4	0.00%	0.00%	68.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	700.00	0.00	0.00	0.00	700.00	1029.41%
1017	Symms	66.41	29	9.78%	8.91%	859.00	0.00	386.55	0.00	0.00	386.55	84.02	0.00	16.80	0.00	16.80	481.47	0.00	0.00	403.35	521.22	55.27%
	Totals	184.69	94	3.32%	6.44%	3734.00	0.00	1899.90	0.00	0.00	1899.90	124.02	0.00	24.80	0.00	24.80	1952.22	24.47	0.00	1924.70	2774.38	71.91%

Header Legend

*** SpH:**	Commission sales per hour
*** RtN:**	Percentage of retail sales to net total sales
*** RtS:**	Percentage of retail sales to net service sales
*** Gross Pay:**	Over Time is never included in gross pay. In commission plans that use higher of hourly vs commisson Over Time will not be calculated

The payroll report is designed to calculate how much money your employees are owed at the end of each payperiod. The report is broken down into three sections. The first section of the payroll report lists employee hours for the selected date range. Employees who are considered receptionists (those who are not set to “Performs Services” in their employee setup) are listed first. A total of their hours and the percentage of the total hours worked which belong to this particular group is then listed. After the receptionists are listed, the next group listed are stylists. The stylist grouping consists of employees who are enabled to perform services in their employee setup.Like the receptionist group, this group also provides a total list of hours and the percentage of hours which belong to their subset. The next section of the report is referred to non-production details. This section provides a listing of Off Floor Adjustments. These adjustments are already calculated into the store employee hours listed in the first section. This particular area of the report is purely for convenience.

The last section of the report is the Sales & Commission totals. This section of the report actually lists the amount owed to each employee as part of the service and product sale breakdown. Unlike the other sections of the report, this section could be considered four separate parts.



Sales & Commission Totals

E. #	Employee	Hours	Guests Serviced	RtS	RtN	Service						Product					Base Pay	OT Pay	Add/Vac Pay	Com. Total	* Gross Pay	Labor Cost
						Sales	SpH	Com.	Bonus	Req.	Total	Sales	SpH	Com.	Bonus	Total						
1002	Bailey	62.00	44	0.00%	0.00%	2197.00	0.00	1208.35	0.00	0.00	1208.35	0.00	0.00	0.00	0.00	0.00	433.19	24.47	0.00	1208.35	1208.35	55.00%
1008	Evans	46.56	17	6.56%	6.15%	610.00	0.00	305.00	0.00	0.00	305.00	40.00	0.00	8.00	0.00	8.00	337.56	0.00	0.00	313.00	344.81	53.05%
1001	Sousa	9.72	4	0.00%	0.00%	68.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	700.00	0.00	0.00	0.00	700.00	1029.41%
1017	Symms	66.41	29	9.78%	8.91%	859.00	0.00	386.55	0.00	0.00	386.55	84.02	0.00	16.80	0.00	16.80	481.47	0.00	0.00	403.35	521.22	55.27%
	Totals	184.69	94	3.32%	6.44%	3734.00	0.00	1899.90	0.00	0.00	1899.90	124.02	0.00	24.80	0.00	24.80	1952.22	24.47	0.00	1924.70	2774.38	71.91%

The first part lists the employee information: Employee ID, Name, Total Number of Guests assisted (pulled from their ticket count), their “Retail to Service [Net] (RTS)” and “Retail to Net (RTN)”. The next segment is their service totals: Sales (also known as service “Commission”), “Sales Per Hour (SPH)”, Commission generated from any commission plans assigned to the employee (the commission plans in question calculate their data based off of the service sales amount listed in this section), Bonuses (also from any relevant commission plans), Request bonuses, and then a total of Com., Bonus, and Req.

The next segment is their product totals: Sales (also known as product “Commission”), “SPH (Sales Per Hour)”, Commission generated from any commission plans assigned to the employee (the commission plans in question calculate their data based off of the service sales amount listed in this section), Bonuses (also from any relevant commission plans), and then a total of Com., and Bonus.

The last segment is the actual amount due to employees. The pay rate listed is the same one as in their individual employee setup. The base pay itself is calculated by multiplying their pay rate by their non production and production hours. If there are different pay rates for the two hours, then they are calculated separately and then added together. Overtime pay is added to another column, along with additional hours, vacation hours, and holiday pay. The next segment is their commission total which is a combination of both service and product commission generated from plans assigned to the employee. Next to last is the Gross pay which is Base pay + Add/Vac/Hol Pay + Com (if combine Commission and Base is turned on). OT must be added in separately. Labor Cost is generated by dividing the salon net sales by their gross pay.

Points

Employee Points

Sunday 04/13/2014 - Saturday 04/19/2014						
Employee	**Hours**	**Service $**	**Product $**	**Total $**	**Points**	**Points/Hr**
House Sales	0.00	$0.00	$0.00	$0.00	0.00	0.00
Total	**0.00**	**$0.00**	**$0.00**	**$0.00**	**0.00**	**0.00**

Sunday 04/20/2014 - Saturday 04/26/2014						
Employee	**Hours**	**Service $**	**Product $**	**Total $**	**Points**	**Points/Hr**
House Sales	0.00	$0.00	$0.00	$0.00	0.00	0.00
Total	**0.00**	**$0.00**	**$0.00**	**$0.00**	**0.00**	**0.00**

Although not all salons participate in a points program for their employees, this report will display those points based on retail and service production.

Position Hours

May 1, 2014 - May 5, 2014

Position Hours Breakdown

Employee	Stylist	%	Total
Bamford	16.22	100.00 %	16.22
Davis	15.86	100.00 %	15.86
davis	31.55	100.00 %	31.55
Hamer	23.99	100.00 %	23.99
Hyrkas	39.73	100.00 %	39.73
Linder	30.52	100.00 %	30.52
Totals:	157.87	100.00 %	157.87

A date ranged report that tallies all of the hours worked for a given date range, and breaks those hours down by employee name and what position they were clocked in as at the time.

TimeCard

Timecard Report

Cassidy
Store:
04/21/2014 - 05/04/2014

Day	In	Out	In	Out	In	Out	Orig. Hrs	Reg. Hrs	OT. Hrs	Break	Add. Hrs	Vac. Hrs	Tot. Hrs	Weekly Hrs	Edited	Error
4/21 Mon	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
4/22 Tue	09:00AM	05:22PM	----	----	----	----	8.37	7.87	0.00	0.50	0.00	0.00	7.87	7.87	N	N
4/23 Wed	09:05AM	06:06PM	----	----	----	----	9.02	8.00	0.52	0.50	0.00	0.00	8.52	15.87	N	N
4/24 Thu	09:03AM	02:12PM	----	----	----	----	5.15	4.65	0.00	0.50	0.00	0.00	4.65	20.52	N	N
4/25 Fri	08:55AM	05:27PM	----	----	----	----	8.53	8.00	0.03	0.50	0.00	0.00	8.03	28.52	N	N
4/26 Sat	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
4/27 Sun	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
4/28 Mon	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
4/29 Tue	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
4/30 Wed	09:01AM	05:37PM	----	----	----	----	8.60	8.00	0.10	0.50	0.00	0.00	8.10	8.00	N	N
5/01 Thu	09:03AM	05:59PM	----	----	----	----	8.93	8.00	0.43	0.50	0.00	0.00	8.43	16.00	N	N
5/02 Fri	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
5/03 Sat	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
5/04 Sun	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
Total	---	---	---	---	---	---	**48.60**	**44.52**	**1.08**	**3.00**	**0.00**	**0.00**	**45.60**	---	---	---

This report feeds directly from the timeclock on the SuperSalon point-of-sale system, and is accurate to the most current upload. It displays all individual clocking in and out times, as well as overtime incurred, and break time for each employee.

The Original Hours listing is how many hours the employee actually clocked in for, including overtime. The Regular Hours listing is how many hours they were clocked in for that did not go into overtime.

Overtime hours are how many hours they worked that could be considered overtime.

The Break listing is used for when automatic breaks are enabled or when one is entered in manually. It lists how long the break was for.

Split Shifts lists split shift hours.

Additional Hours is a listing of any additional time added (for whatever reason). Holiday and Vacation hours are also listed.

The Total Hours column is calculated by adding together all of the other columns with the exception of Original Hours.

The Weekly Hours column is calculated based off of the regular hours time. If overtime after forty hours a week is enabled, any time that spills past that point will be considered overtime hours as well. If there are any errors, the Timecard entry for the day will appear in red. Finally, the report also lets you know if the entry for the day was edited.

Tips Detail

Tips

05/01/2014 - 05/05/2014

Employee	Cash Tips	Non-Cash Tips (Check, Credit)	Total Tips Collected	Stylist Adjustments	Tips Owed
TAMMY	$0.00	$25.00	$25.00	$0.00	$25.00
JESSICA	$0.00	$32.00	$32.00	$0.00	$32.00
LISA	$0.00	$65.00	$65.00	$0.00	$65.00
STACIE	$0.00	$23.00	$23.00	$0.00	$23.00
SHELLIE KAY	$0.00	$27.00	$27.00	$0.00	$27.00
JULIA	$0.00	$52.50	$52.50	$0.00	$52.50
House Sale	$0.00	$0.00	$0.00	$0.00	$0.00
Total:	$0.00	$224.50	$224.50	$0.00	$224.50

Shows a complete detail of all tips that are owed to the individual employee, and this is further broken down by cash and credit card tips.

Tips Estimate

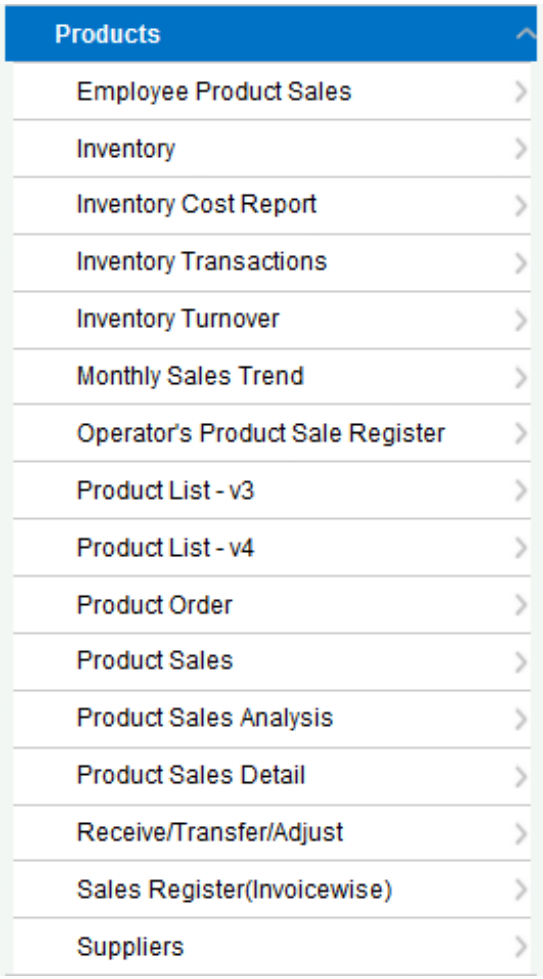
Tips Estimate

05/01/2014 - 05/05/2014

Employee	Credit			Cash and Checks					
	Sales	Tips	%	Sales	Tips + Adjsutments	%	Estimated Tips	Diff	% Diff
MORALES	$0.00	$200.55	0.0000%	$1498.85	$2.00	0.1334%	$0.00	$2.00	0.0000%
FLORES	$0.00	$63.50	0.0000%	$477.00	$11.00	2.3061%	$0.00	$11.00	0.0000%
GARCIA	$0.00	$123.50	0.0000%	$911.85	$0.00	0.0000%	$0.00	$0.00	0.0000%
DELAPAZ	$0.00	$279.50	0.0000%	$981.90	$0.00	0.0000%	$0.00	$0.00	0.0000%

Here the user can see the estimated tip amount for each individual employee based on a date range, and separated by payment method.

Part Thirteen: Product Reports



Employee Product Sales

Employee Product Sales Report

March, 1, 2014 - May, 5, 2014

All Brands								
Employee ID	Employee Name	Qty	Gross $	Discounts $	Refunds	Net $	Cost $	Points
111	MELODY	16	196.43	21.62	0.00()	174.81	85.07	0.00
33	TRACY	21	313.99	49.32	0.00()	264.67	116.46	0.00
118	NORMA	16	256.22	27.37	0.00()	228.85	99.72	0.00
115	CANDACE	16	246.01	51.27	0.00()	194.74	93.51	0.00
119	NATASHA	23	319.24	46.04	0.00()	273.20	86.62	0.00

* Indicates the Brand has been deleted.

This report can be run on a vast date range, for multiple salons, and can be filtered by brand. Product sales are broken down by employee, and both the gross and net revenue are displayed.

Inventory

Inventory Report

Date: 05/01/2014 - 05/05/2014

	Count	Total Cost
Starting	487	2705.64
Received	0	0.00
Adjusted In	1	7.16
Transfered In	0	0.00
Adjusted Out	-17	-66.70
Transfered Out	0	0.00
Sold	-9	-62.29
Ending	462	2583.81

Displays a simple, color-coded reference for quickly determining how many products were sold, adjusted, or transferred by which salon employee. Only totals are displayed, and the information is not broken down by individual product.

Inventory Transactions

Inventory Transactions - May 1, 2014 - May 5, 2014

No Vendor

Code	Description	Sold	Rec	Tran	Adj	In Stock	Unit Cost	In Stock Cost	Unit Retail	Total Sold Net Retail $	Total Rec'd Retail $	In Stock Retail $
40524	Super Skinny Serum 5.1 OZ	1	0	0	0	2	6.78	13.56	18.95	18.95	0.00	37.90
No Vendor Totals:		1	0	0	0	2	6.78	13.56	18.95	18.95	0.00	37.90

REGIS

Code	Description	Sold	Rec	Tran	Adj	In Stock	Unit Cost	In Stock Cost	Unit Retail	Total Sold Net Retail $	Total Rec'd Retail $	In Stock Retail $
9132	CRW 3 Pomade	1	0	0	0	2	6.70	13.40	16.95	16.95	0.00	33.90
165155	fiber strong duo	1	0	0	0	1	9.60	9.60	24.00	24.00	0.00	24.00
165492	sexy hair hard up	1	0	0	0	0	0.00	0.00	17.95	17.95	0.00	0.00
REGIS Totals:		3	0	0	0	3	16.30	23.00	58.90	58.90	0.00	57.90

Totals

Code	Description	Sold	Rec	Tran	Adj	In Stock	Unit Cost	In Stock Cost	Unit Retail	Total Sold Net Retail $	Total Rec'd Retail $	In Stock Retail $
Totals:		4	0	0	0	5	23.08	36.56	77.85	77.85	0.00	95.80

Shows the movement of products in and out of the salon's inventory. It also can be run from a date range, and displays whether an item was sold, received, transferred, or adjusted.

Inventory Transactions

Inventory Turnover

Thursday, May 1, 2014 - Tuesday May 6, 2014

Code	Brand	Category	Description	Sale Qty	Par
78115	REGIS DESIGN LINE	SHAMPOO	Curl Lock Shmp 10.1OZ	1	1
T0062	Johnny B	STYLING/FINISH PROD	Johnny B Med Hold (mode) 8 oz. Tube	1	1
T0075	Johnny B	STYLING/FINISH PROD	Johnny B 16 to 20 oz Tub of Mode	1	1

Displays product sale quantities along with their corresponding par levels to better gauge turnover rates.

Monthly Sales Trend

Product Monthly Sales Trend
RSD Documentation
2014-2013

Brand	1/ 14	1/ 13	2/ 14	2/ 13	3/ 14	3/ 13	4/ 14	4/ 13	5/ 14	5/ 13	6/ 14	6/ 13	7/ 14	7/ 13	8/ 14	8/ 13	9/ 14	9/ 13	10/ 14	10/ 13	11/ 14	11/ 13	12/ 14	12/ 13	YTD 14	YTD 13	Diff	
Armemian Brew	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	0%
Clubman	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	0%
Juan	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	0%
Mitch Paulsen	$0	$0	$0	$0	$0	$0	$0	$24	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$24	$-24	-100%
PAUL MITCHELL COLOR	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	0%
Redlen	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	0%
Totals:	$0	$0	$0	$0	$0	$0	$0	$24	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$24	$-24	0%
Diff:	$0 0%		$0 0%		$0 0%		$-24 -100%		$0 0%		$0 0%		$0 0%		$0 0%		$0 0%		$0 0%		$0 0%		$0 0%		$-24 -100%	$24		

This report is run with a year's worth of data in the calculations. It shows product sales broken down by month of the selected year, and can also be generated in a comparison mode for accounts with multiple salons.

Operator's Product Sale Register

Operator's Product Sale register
From: 5/1/2014 To: 5/5/2014

Operator Name	Operator Code	Salon Code	Salon Name	City	Brand	Number of Units Sold	Value
Morgan Boham	611	80218	218 - Lakeside	Omaha	P M	2	33.93
Teresa Eckerman	361	80218	218 - Lakeside SC	Omaha	P M	3	42.47
Teresa Eckerman	361	80218	218 - Lakeside	Omaha	Redken	1	17
Brian Spencer	614	80218	218 - Lakeside SC	Omaha	Promos	2	32
Brian Spencer	614	80218	218 - Lakeside	Omaha	P M	2	29.98
Karla Torres	626	80218	218 - Lakeside SC	Omaha	AmCrew	1	21
Karla Torres	626	80218	218 - Lakeside	Omaha	Biolage	2	31
Karla Torres	626	80218	218 - Lakeside SC	Omaha	TOTAL RESULTS	2	32
Shelly Worrell	557	80218	218 - Lakeside	Omaha	P M	3	42.99
Shelly Worrell	557	80218	218 - Lakeside SC	Omaha	Promos	1	16

Displays product sales broken down by stylist and number of units sold. It can be run for multiple salons on a vast date range.

Product List

RSD Documentation

Products - eLearning Demo
May 6, 2014

Code	UPC	Brand	Description	Category	Vendor	Par	In Stock	Unit Cost $	Unit Price $
009531115740	009531115740	Mitch Paulsen	Tea Tree Shampoo	Shampoo/Conditioner	ACME	8	5	6.13	11.00
009531115795	009531115795	Mitch Paulsen	Soy Sauce Conditioner	Shampoo/Conditioner	ACME	8	8	6.13	11.25
009531115832	009531115832	Mitch Paulsen	Shampoo Tea Tree Lemon Sage Thickening	Shampoo/Conditioner	ACME	8	6	6.25	11.25
009531118772	009531118772	Clubman	Fiberglass Cookies	Snack	Mull of Kintyre	8	5	8.50	15.30
009531118796	009531118796	Clubman	Barber's Classic Gum	Snack	Mull of Kintyre	8	10	8.50	15.30
009531119007	009531119007	Mitch Paulsen	Hard Wired Spiking Glue	Shampoo/Conditioner	Beauty Smart	8	4	7.00	12.60
13841	009531106625	PAUL MITCHELL COLOR	THE Color 1N Black	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13845	009531106632	PAUL MITCHELL COLOR	THE Color 2N Dark BRN	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13856	009531106649	PAUL MITCHELL COLOR	THE Color 4N Natural BRN	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13906	009531106656	PAUL MITCHELL COLOR	THE Color 6N Dark NAT BLN	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13911	009531106663	PAUL MITCHELL COLOR	THE Color 8N LT NAT Blnd	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13915	009531106670	PAUL MITCHELL COLOR	THE Color 10N Lghst NAT B	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13929	009531106489	PAUL MITCHELL COLOR	THE Color 10A Lghst ASH B	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13935	009531106496	PAUL MITCHELL COLOR	THE Color 4G Gold BRN	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13941	009531106502	PAUL MITCHELL COLOR	THE Color 6G Dark Gold BL	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13944	009531106519	PAUL MITCHELL COLOR	THE Color 8G LT Gold Blnd	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13964	009531106588	PAUL MITCHELL COLOR	THE Color 8R LT RED Blnd	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13968	009531106533	PAUL MITCHELL COLOR	THE Color 4RV RED VIO BRN	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13972	009531106540	PAUL MITCHELL COLOR	THE Color 6RV DK RED Viol	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13994	009531106618	PAUL MITCHELL COLOR	THE Color 8RO LT RED ORG	PERMANENT COLOR	REGIS	0	0	4.78	0.00
13997	009531106427	PAUL MITCHELL COLOR	THE Color 6WB DK WM Blnd	PERMANENT COLOR	REGIS	0	0	4.78	0.00
14004	009531106434	PAUL MITCHELL COLOR	THE Color 8WB LT WM Blnd	PERMANENT COLOR	REGIS	0	0	4.78	0.00
14059	009531106373	PAUL MITCHELL COLOR	THE Color 8CB LT Cool BLN	PERMANENT COLOR	REGIS	0	0	4.78	0.00
14065	009531106380	PAUL MITCHELL COLOR	THE Color 10CB Lghts Cool	PERMANENT COLOR	REGIS	0	0	4.78	0.00
669316057100	669316057100	Armemian Brew	Classic Trio	Shampoo/Conditioner	Beauty Smart	3	5	11.50	23.00
738678250013	738678250013	Armemian Brew	Boost	Back Bar	Aerial	0	6	8.98	17.96
738678251461	738678251461	Armemian Brew	Super Glue	Snack	Aerial	8	6	5.00	5.00
SvS Gift			SvS Gift Card			0	5	0.00	25.00

28 Product Record(s) Found

Both V3 and V4 of this report displays a raw detailed roster of all products, tools, and all other pieces of inventory currently registered on the point-of-sale system.

Product Sales

Product Sales Report

May 1, 2014 - May 5, 2014

Code	Description	Vendor	Brand	Category	Par	In Stock	Sold #	Total Cost	Gross	Net	Last Sold
AC4051	AC Spray GEL 8.45		AmCrew	Style	0	1	2	7.70	27.90	20.92	06:17PM 05/03/2014
AC9129	Ac-firm Hold GEL 8.45		AmCrew	Style	0	0	1	5.58	13.95	13.95	04:16PM 05/04/2014
AC9133	AC Groom Spray 8.45		AmCrew	Style	0	2	1	5.98	14.95	14.95	01:41PM 05/03/2014
AC166022	AC Firm Hold GEL 15.2 0Z		AmCrew	Style	0	2	2	16.80	43.00	32.25	04:12PM 05/05/2014
BI147994	Smoothing Shampoo 16.9 OZ	REGIS	Biolage	Sham	0	1	1	6.02	15.00	7.50	08:19PM 05/02/2014
BI147996	Smoothing Cond 10.1 OZ	REGIS	Biolage	Cond	0	0	1	6.42	16.00	12.80	08:19PM 05/02/2014
CU162422	Twirl Arnd 5.1		P M	Trtmt	0	2	1	8.79	21.98	21.98	02:10PM 05/03/2014
KE17362	KEN Moisturizing Shmp 10		Kenra	Sham	0	1	1	4.80	12.00	6.00	11:43AM 05/01/2014
NI155802	#2 CInsr 10 oz	REGIS	NIOXIN	Sham	0	11	1	7.60	19.00	19.00	02:56PM 05/01/2014
PM17664	Extra Body GEL 6.8 OZ		P M	Style	0	0	1	3.58	8.95	8.95	05:27PM 05/02/2014
PM17676	EX Body Sculpt Foam 16.9 OZ		P M	Style	0	2	1	7.98	21.98	10.99	11:30AM 05/01/2014
PM22302	Instant Moisture Trmt 6.8OZ		P M	Cond	0	3	2	8.76	21.90	16.42	01:11PM 05/03/2014
PM22851	PM Taming Spray 8.5oz	REGIS	P M	Cond	0	0	3	8.34	20.85	13.89	04:16PM 05/04/2014
PM24010	Tea Tree Shampoo 16.9 oz	REGIS	P M	Sham	0	4	1	7.00	17.50	14.00	11:25AM 05/01/2014
PM24012	Tea Tree Conditioner 16.9oz	REGIS	P M	Cond	0	4	1	7.20	17.99	14.39	11:25AM 05/01/2014
PM25901	Extra BDY Daily Boost 8.5 OZ		P M	Cond	0	5	1	5.30	13.25	6.62	01:20PM 05/03/2014
PM33241	T Tree Hair AND Body Moist 10 OZ	SC	P M	Skin	0	2	1	4.60	12.50	12.50	11:43AM 05/01/2014
PM45928	SupStrngSham10.14	SC	P M	Sham	0	2	1	4.20	10.50	5.25	11:13AM 05/03/2014
PM67582	X Body Thick Up 6.8 oz		P M	Style	0	5	1	4.40	13.99	13.99	01:20PM 05/03/2014
PM75624	Inst Moist Daily Sham 10.14 OZ	REGIS	P M	Sham	0	0	3	9.54	23.85	18.28	04:35PM 05/03/2014
PM75631	Baby Don't CRY Sham 10.14	REGIS	P M	Sham	0	2	1	3.20	7.99	7.99	01:23PM 05/03/2014
PM75816	Super Skinny Serum 8.5 OZ	REGIS	P M	Style	0	2	1	9.98	26.98	13.49	11:30AM 05/01/2014
PM83987	Superskinny Relaxing Balm		P M	Style	0	11	1	6.80	17.98	17.98	08:19PM 05/02/2014
PM84148	Lavender Mint Shampoo Ltr.		P M	Sham	0	4	1	12.70	31.75	31.75	11:30AM 05/01/2014
PM84149	Lavender Mint Conditioner Ltr		P M	CONDITIONER	0	4	1	14.00	34.99	34.99	11:30AM 05/01/2014
PR12961	Jpms Lemon Sage Duo	REGIS	P M	Promo	0	1	1	11.02	24.95	19.96	04:35PM 05/03/2014
RK69865	FOR MEN Manover 3.4 OZ	REGIS	Redken	Style	0	1	1	5.62	14.00	14.00	11:13AM 05/03/2014
RK168696	Guts 10 10.58 OZ	REGIS	Redken	Style	0	0	1	6.42	17.00	17.00	05:46PM 05/01/2014
SC46687	Root Pump Plus 10.6 OZ	REGIS	Sexy Hair Concepts	Style	0	2	1	7.18	17.95	14.36	01:21PM 05/05/2014
TR155288	CC Sham 10.1	PEELS	TOTAL RESULTS	Sham	0	3	1	3.60	9.00	7.20	11:25AM 05/01/2014
TR155291	CC Cond 10.1	PEELS	TOTAL RESULTS	Cond	0	4	1	3.60	9.00	7.20	11:25AM 05/01/2014
TR155296	MO Sham 10.1	PEELS	TOTAL RESULTS	Sham	0	1	1	3.60	9.00	9.00	08:02PM 05/05/2014
TR155297	MO Cond 10.1	PEELS	TOTAL RESULTS	Cond	0	0	1	3.60	9.00	9.00	08:02PM 05/05/2014
TR155301	SL Cond 10.1	PEELS	TOTAL RESULTS	Cond	0	0	1	3.60	10.00	10.00	11:44AM 05/04/2014
Totals:						82	41	235.51	606.63	498.55	

Per Brand Totals

Brand	Qty Sold	Total Cost	Gross	Net
P M	23	137.39	349.88	283.42
TOTAL RESULTS	5	18.00	46.00	42.40
Kenra	1	4.80	12.00	6.00
NIOXIN	1	7.60	19.00	19.00
Redken	2	12.04	31.00	31.00
Biolage	2	12.44	31.00	20.30
AmCrew	6	36.06	99.80	82.07
Sexy Hair Concepts	1	7.18	17.95	14.36
Total	41	235.51	606.63	498.55

A very detailed report that allows several filters to be utilized in order to track all inventory sales, as well as the last time a particular product was purchased from the salon.

Product Sales Analysis

Product Sales Analysis
05/01/2014 - 05/31/2014
Multiple Stores

Brand	Total Cost	Total Sales	% Total Sales	% Margin	In Stock $	% Total Stock	Stock/ Cost	Turns/ Year
Unknown	$0.00	$0.00	0.00%	100.00%	$0.00	0.00%	0.00	0.00
Armenian Brew	$0.00	$0.00	0.00%	100.00%	$141.38	34.14%	0.00	0.00
Clubman	$0.00	$0.00	0.00%	100.00%	$127.50	30.79%	0.00	0.00
Juan	$0.00	$0.00	0.00%	100.00%	$0.00	0.00%	0.00	0.00
Mitch Paulsen	$0.00	$0.00	0.00%	100.00%	$145.19	35.06%	0.00	0.00
PAUL MITCHELL COLOR	$0.00	$0.00	0.00%	100.00%	$0.00	0.00%	0.00	0.00
Redlen	$0.00	$0.00	0.00%	100.00%	$0.00	0.00%	0.00	0.00
Totals	$0.00	$0.00	0.00%	100.00%	$414.07	100.00%	0.00	0.00

Shows the total product sales of a given date range, and is possible to run a query with multiple salons selected. The results of the query are broken down by brand.

Product Sales Detail

Detailed Product Sales Report

05/1/2014 - 05/2/2014

Date	Daily Id	Time	Code	Brand	Product	Commission	Client	Qty	Disc $	Net $
05/2/2014	78	07:58 pm	75635	MITCHELL	JPM 6.7 Sept FM	STACY	STACY	1	$0.00	$9.98
05/2/2014	72	06:06 pm	164329	MITCHELL	JPM 3 TT Shaping CRM	KHEM	Jerry	1	$0.00	$17.00
05/2/2014	23	02:14 pm	40524	MITCHELL	JPM 5.1 SPR Skinny Serum	MELISSA	Mary	1	$0.00	$18.98
05/2/2014	9	10:25 am	17748	MITCHELL	JPM 33.8 THE CND	MELISSA	Gail	1	$0.00	$23.98
05/1/2014	69	06:08 pm	166021	AMERICAN CREW	CRW 8.4 Firm Hold GEL TUB	DIANA	Jeff	1	$0.00	$13.95
Totals:								5	$0	$83.89

This report displays all product sales over a given date range, broken down by stylist and customer name. This report may be generated for multiple salons at once.

Receive / Transfer / Adjust

Product Transfer/Adjust/Receive
Products highlighed in red no longer exist.

May 1, 2014 - May 5, 2014

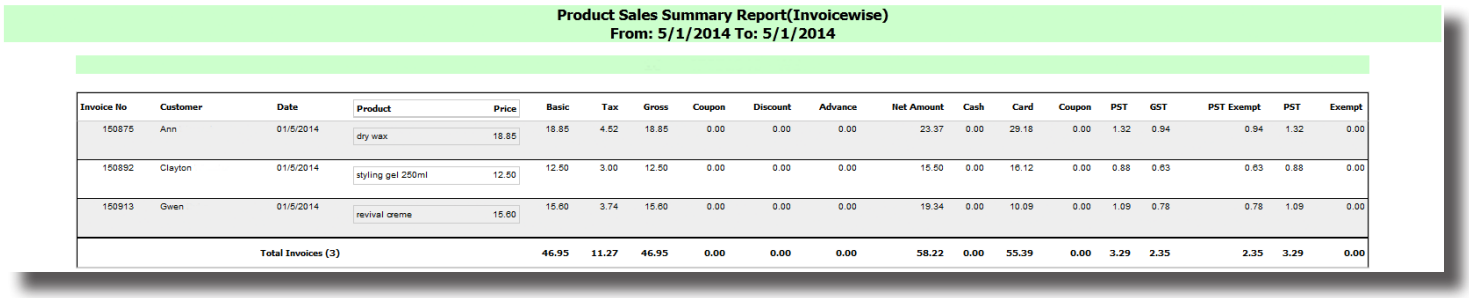
Date	Employee	Code	Description	Qty	Total Cost $	Action	Note
05-05-2014 03:17 pm	(174) DIANA	167886	BAG(CAM) SC 1.5ML POLY	1	$21.19	Received	Inventory
05-05-2014 03:17 pm	(174) DIANA	166027	CRW 8.45 Antidndrff&sebum	1	$4.90	Received	Inventory

RAFT Totals

	Received	Adjusted In	Transfered In	Adjusted Out	Transfered Out	Total
Qty	2	0	0	0	0	2
Cost $	$26.09	$0.00	$0.00	$0.00	$0.00	$26.09
Price $	$12.25	$0.00	$0.00	$0.00	$0.00	$12.25

Presents all inventory adjustments for given date range, and also displays the name of the salon employee who made the adjustment.

Sales Register (Invoicewise)

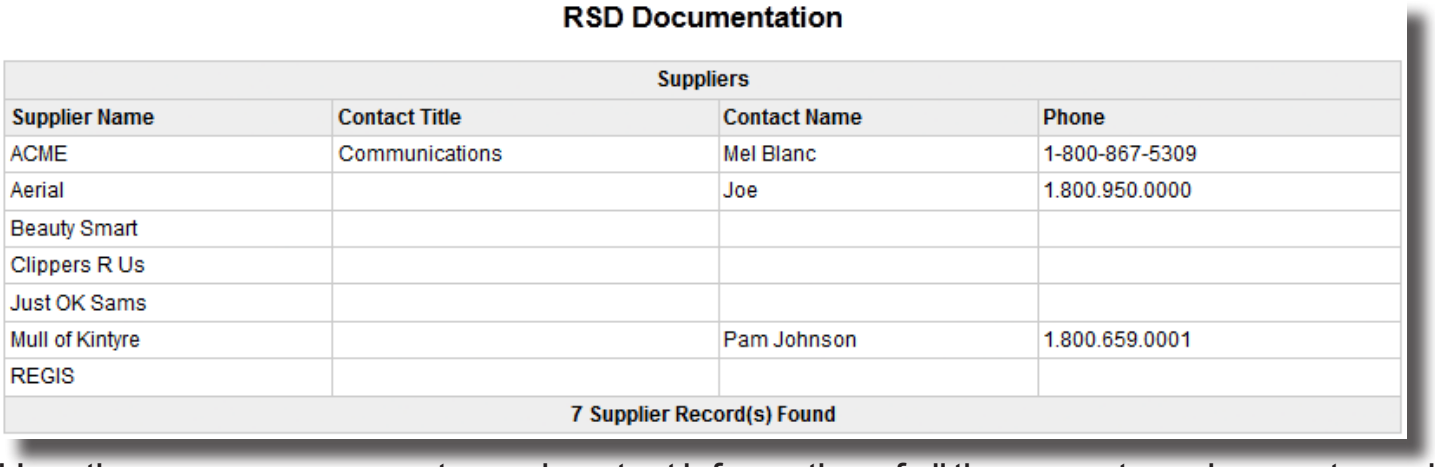


Product Sales Summary Report(Invoicewise)
From: 5/1/2014 To: 5/1/2014

Invoice No	Customer	Date	Product	Price	Basic	Tax	Gross	Coupon	Discount	Advance	Net Amount	Cash	Card	Coupon	PST	GST	PST Exempt	PST	Exempt
150875	Ann	01/5/2014	dry wax	18.85	18.85	4.52	18.85	0.00	0.00	0.00	23.37	0.00	29.18	0.00	1.32	0.94	0.94	1.32	0.00
150892	Clayton	01/5/2014	styling gel 250ml	12.50	12.50	3.00	12.50	0.00	0.00	0.00	15.50	0.00	16.12	0.00	0.88	0.63	0.63	0.88	0.00
150913	Gwen	01/5/2014	revival creme	15.60	15.60	3.74	15.60	0.00	0.00	0.00	19.34	0.00	10.09	0.00	1.09	0.78	0.78	1.09	0.00
		Total Invoices (3)			46.95	11.27	46.95	0.00	0.00	0.00	58.22	0.00	55.39	0.00	3.29	2.35	2.35	3.29	0.00

This report displays the same data as the Product Sales Detail report, but presents it in an “Invoicewise” format for easier printing and/or faxing.

Suppliers

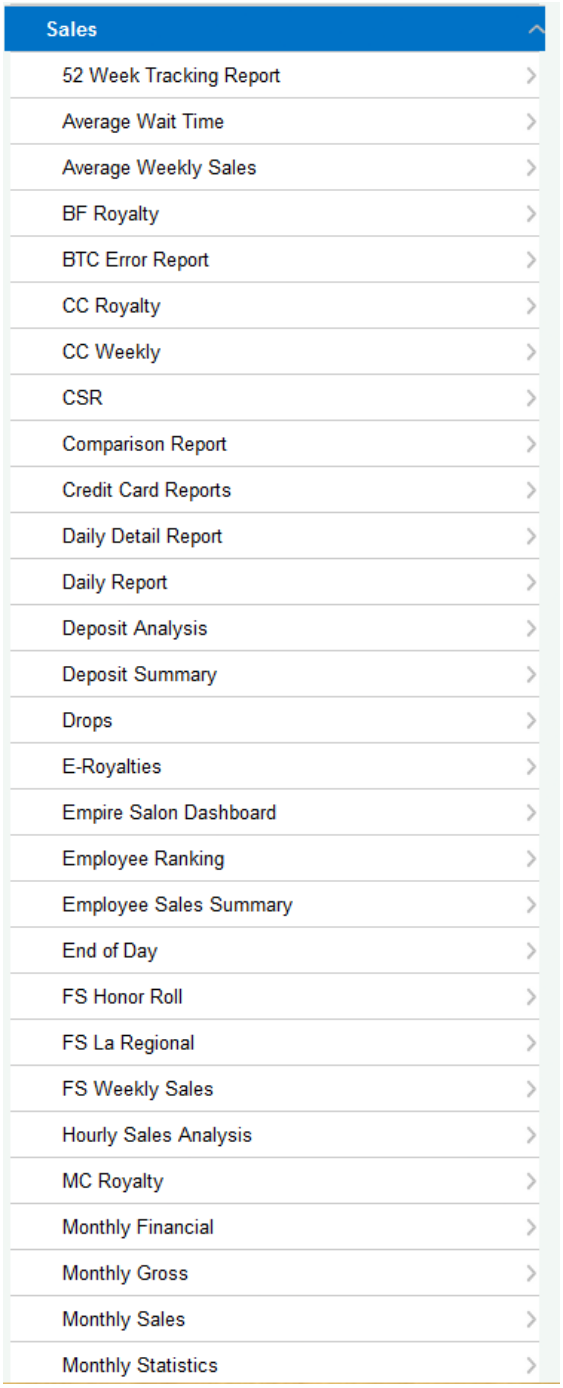


RSD Documentation

Suppliers			
Supplier Name	**Contact Title**	**Contact Name**	**Phone**
ACME	Communications	Mel Blanc	1-800-867-5309
Aerial		Joe	1.800.950.0000
Beauty Smart			
Clippers R Us			
Just OK Sams			
Mull of Kintyre		Pam Johnson	1.800.659.0001
REGIS			
7 Supplier Record(s) Found			

Here the user can see a roster and contact information of all the current vendors partnered with the salon.

Part Fourteen: Sales Reports



52 Week Tracking Report

Week #	Week Ending Date	# Of Stylists	Haircut Price This Week	Days Open This Week	Haircut Net $	%	Perm & Color Net $	%	Other Services Net $	%	Net Services $	Net Retail $	Retail To Total %	Net Total Sales $	Total Discount $	Total Client Count	New Client Count	New %	Repeat Client Count	Return %	# Men	%	# Women	%	# Kids	%	# Quick Sales	%	Average Ticket	Please Add Weekly Comments: Marketing & Promotions Used, Holidays, Weather, etc.
1	05/12/2013	4	19.95	6	3130.52	90.19	0.00	0.00	340.59	9.81	3471.11	106.00	2.96	3577.11	122.09	239	43	17.99	193	80.75	160	66.95	76	31.80	6	2.51	3	1.26	14.97	
2	05/19/2013	4	19.95	6	2955.04	86.95	0.00	0.00	443.65	13.05	3398.69	226.78	6.26	3625.47	113.36	231	52	22.51	175	75.76	163	70.56	64	27.71	9	3.90	4	1.73	15.69	
3	05/26/2013	4	19.95	6	2991.64	91.53	0.00	0.00	276.80	8.47	3268.44	95.45	2.84	3363.89	251.26	231	69	29.87	161	69.70	145	62.77	85	36.80	4	1.73	1	0.43	14.56	
4	06/02/2013	3	19.95	5	2374.84	91.22	0.00	0.00	228.65	8.78	2603.49	13.95	0.53	2617.44	156.86	177	37	20.90	140	79.10	128	72.32	49	27.68	8	4.52	0	0.00	14.79	
5	06/09/2013	4	19.95	6	3442.71	92.54	0.00	0.00	277.45	7.46	3720.16	147.28	3.81	3867.44	258.74	257	46	17.90	211	82.10	188	73.15	69	26.85	5	1.95	0	0.00	15.05	
6	06/16/2013	4	19.95	6	3143.02	86.58	180.00	4.96	307.00	8.46	3630.02	82.95	2.23	3712.97	208.78	227	49	21.59	178	78.41	158	69.60	69	30.40	11	4.85	0	0.00	16.36	
7	06/23/2013	4	19.95	6	2762.72	85.59	100.00	3.10	365.30	11.32	3228.02	179.44	5.27	3407.46	196.28	222	56	25.23	162	72.97	157	70.72	61	27.48	4	1.80	4	1.80	15.35	
8	06/30/2013	4	19.95	6	3338.41	92.76	0.00	0.00	260.68	7.24	3599.09	118.44	3.19	3717.53	259.51	246	51	20.73	195	79.27	172	69.92	74	30.08	6	2.44	0	0.00	15.11	
9	07/07/2013	3	19.95	5	2381.61	91.88	0.00	0.00	210.45	8.12	2592.06	9.98	0.38	2602.04	59.39	171	39	22.81	132	77.19	123	71.93	48	28.07	7	4.09	0	0.00	15.22	
10	07/14/2013	5	22.95	6	2997.03	86.41	75.00	2.16	396.30	11.43	3468.33	29.96	0.86	3498.29	121.01	229	45	19.65	184	80.35	160	69.87	69	30.13	9	3.93	0	0.00	15.28	
11	07/21/2013	2	19.95	6	2408.11	87.84	59.95	2.19	273.50	9.98	2741.56	78.66	2.79	2820.22	81.33	179	46	25.70	130	72.63	113	63.13	63	35.20	3	1.68	3	1.68	15.76	
12	07/28/2013	3	19.95	6	2883.42	90.64	0.00	0.00	297.68	9.36	3181.10	78.52	2.41	3259.62	126.88	213	37	17.37	174	81.69	152	71.36	59	27.70	5	2.35	2	0.94	15.30	
13	08/04/2013	3	19.95	6	2861.56	85.14	0.00	0.00	499.60	14.86	3361.16	94.30	2.73	3455.46	46.94	217	55	25.35	162	74.65	153	70.51	64	29.49	7	3.23	0	0.00	15.92	
14	08/11/2013	3	19.95	6	2871.58	91.73	0.00	0.00	259.75	8.27	3130.33	42.99	1.35	3173.32	174.21	207	44	21.26	163	78.74	146	70.53	61	29.47	7	3.38	0	0.00	15.33	
15	08/18/2013	3	19.95	6	2599.57	90.41	0.00	0.00	275.83	9.59	2875.40	97.85	3.29	2973.25	170.35	194	39	20.10	152	78.35	135	69.59	56	28.87	9	4.64	3	1.55	15.33	
16	08/25/2013	4	19.95	7	3276.06	88.96	0.00	0.00	406.75	11.04	3682.81	216.91	5.56	3899.72	326.20	244	52	21.31	190	77.87	166	68.03	76	31.15	10	4.10	2	0.82	15.98	
17	09/01/2013	4	0.00	6	2542.22	96.18	0.00	0.00	101.10	3.82	2643.32	207.75	7.29	2851.07	258.10	189	38	20.11	148	78.31	128	67.72	58	30.69	4	2.12	3	1.59	15.09	
18	09/08/2013	4	19.95	5	2565.87	91.46	59.95	2.14	179.65	6.40	2805.47	24.71	0.87	2830.18	308.92	199	36	18.09	161	80.90	145	72.86	52	26.13	7	3.52	2	1.01	14.22	
19	09/15/2013	3	19.95	6	2542.29	89.76	114.90	4.06	175.25	6.19	2832.44	92.86	3.17	2925.30	420.89	207	36	17.39	169	81.64	140	67.63	65	31.40	3	1.45	2	0.97	14.13	
20	09/22/2013	3	19.95	6	2638.46	95.11	0.00	0.00	135.55	4.89	2774.01	35.50	1.26	2809.51	543.24	204	43	21.08	161	78.92	146	71.57	57	27.94	11	5.39	0	0.00	13.77	
21	09/29/2013	3	19.95	6	2478.40	93.59	45.00	1.70	124.70	4.71	2648.10	104.12	3.78	2752.22	594.28	208	48	23.08	158	75.96	141	67.79	65	31.25	7	3.37	2	0.96	13.23	
22	10/06/2013	4	19.95	6	2479.84	92.30	0.00	0.00	206.94	7.70	2686.78	166.53	5.84	2853.31	472.24	204	47	23.04	156	76.47	147	72.06	56	27.45	6	2.94	1	0.49	13.99	
23	10/13/2013	4	19.95	6	2746.48	94.56	0.00	0.00	157.90	5.44	2904.38	101.13	3.36	3005.51	691.54	227	47	20.70	179	78.85	155	68.28	71	31.28	6	2.64	1	0.44	13.24	
24	10/20/2013	4	19.95	6	2440.95	95.44	0.00	0.00	116.75	4.56	2557.70	87.95	3.32	2645.65	546.58	199	54	27.14	144	72.36	138	69.35	60	30.15	5	2.51	1	0.50	13.29	
25	10/27/2013	4	19.95	6	2568.66	92.84	34.95	1.26	163.25	5.90	2766.86	153.13	5.24	2919.99	731.06	222	55	24.77	166	74.77	158	71.17	63	28.38	7	3.15	1	0.45	13.15	
26	11/03/2013	4	19.95	6	2992.63	90.93	86.95	2.64	211.45	6.43	3291.03	131.75	3.85	3422.78	482.81	236	58	24.58	177	75.00	150	63.56	85	36.02	5	2.12	1	0.42	14.50	
27	11/10/2013	3	19.95	6	1890.34	85.59	67.00	3.03	251.35	11.38	2208.69	17.00	0.76	2225.69	62.21	145	30	20.69	114	78.62	108	74.48	36	24.83	5	3.45	1	0.69	15.35	
28	11/17/2013	4	19.95	6	2700.67	87.84	0.00	0.00	373.97	12.16	3074.64	62.50	1.99	3137.14	127.55	202	42	20.79	159	78.71	137	67.82	64	31.68	6	2.97	1	0.50	15.53	
29	11/24/2013	4	20.00	6	2723.68	90.66	0.00	0.00	280.50	9.34	3004.18	120.51	3.86	3124.69	232.51	210	42	20.00	166	79.05	165	78.57	43	20.48	11	5.24	2	0.95	14.88	
30	12/01/2013	4	20.00	5	2543.19	87.15	45.00	1.54	330.00	11.31	2918.19	152.05	4.95	3070.24	214.43	195	50	25.64	143	73.33	132	67.69	61	31.28	8	4.10	2	1.03	15.74	
31	12/08/2013	4	20.00	4	1547.70	92.25	45.00	2.68	85.00	5.07	1677.70	52.00	3.01	1729.70	169.75	116	19	16.38	96	82.76	82	70.69	33	28.45	6	5.17	1	0.86	14.91	
32	12/15/2013	4	20.00	6	3272.65	90.70	0.00	0.00	335.50	9.30	3608.15	138.40	3.69	3746.55	255.85	250	51	20.40	198	79.20	179	71.60	70	28.00	7	2.80	1	0.40	14.99	
33	12/22/2013	4	20.00	6	3728.65	91.14	0.00	0.00	362.50	8.86	4091.15	124.72	2.96	4215.87	238.83	278	68	24.46	209	75.18	189	67.99	88	31.65	8	2.88	1	0.36	15.17	
34	12/29/2013	4	20.00	5	2935.88	91.51	0.00	0.00	272.50	8.49	3208.38	64.36	1.97	3272.74	109.16	210	47	22.38	163	77.62	155	73.81	55	26.19	6	2.86	0	0.00	15.58	
35	01/05/2014	4	20.00	5	2417.93	82.33	100.00	3.40	418.99	14.27	2936.92	105.53	3.47	3042.45	99.27	187	54	28.88	133	71.12	125	66.84	62	33.16	6	3.21	0	0.00	16.27	
36	01/12/2014	3	20.00	5	2249.87	88.83	0.00	0.00	283.00	11.17	2532.87	51.96	2.01	2584.83	133.11	169	41	24.26	128	75.74	117	69.23	52	30.77	3	1.78	0	0.00	15.29	
37	01/19/2014	4	20.00	6	2575.42	83.12	45.00	1.45	478.00	15.43	3098.42	117.56	3.66	3215.98	131.06	208	36	17.31	168	80.77	147	70.67	57	27.40	9	4.33	4	1.92	15.46	
38	01/26/2014	4	20.00	6	2441.91	89.14	25.00	0.91	272.50	9.95	2739.41	23.97	0.87	2763.38	71.07	178	34	19.10	144	80.90	128	71.91	50	28.09	10	5.62	0	0.00	15.52	
39	02/02/2014	3	20.00	6	2631.95	90.06	0.00	0.00	290.50	9.94	2922.45	30.36	1.03	2952.81	95.14	193	38	19.69	155	80.31	149	77.20	44	22.80	0	0.00	0	0.00	15.30	
40	02/09/2014	2	20.00	6	2455.99	92.96	0.00	0.00	186.00	7.04	2641.99	41.90	1.56	2683.89	59.01	169	36	21.30	133	78.70	120	71.01	49	28.99	5	2.96	0	0.00	15.88	
41	02/16/2014	3	20.00	6	2828.96	83.55	0.00	0.00	557.00	16.45	3385.96	89.74	2.58	3475.70	78.44	208	44	21.15	163	78.37	138	66.35	69	33.17	8	3.85	1	0.48	16.71	
42	02/23/2014	3	20.00	6	3489.93	86.69	50.00	1.24	486.00	12.07	4025.93	187.60	4.45	4213.53	148.92	254	58	22.83	194	76.38	167	65.75	85	33.46	6	2.36	2	0.79	16.59	
43	03/02/2014	3	20.00	6	2765.99	84.37	0.00	0.00	512.50	15.63	3278.49	133.74	3.92	3412.23	102.84	218	44	20.18	171	78.44	152	69.72	63	28.90	5	2.29	3	1.38	15.65	
44	03/09/2014	3	22.00	6	2458.97	87.98	0.00	0.00	336.00	12.02	2794.97	149.50	5.08	2944.47	140.78	193	31	16.06	159	82.38	140	72.54	50	25.91	8	4.15	3	1.55	15.26	
45	03/16/2014	2	20.00	6	2572.00	88.58	0.00	0.00	331.50	11.42	2903.50	88.90	2.97	2992.40	41.25	191	39	20.42	151	79.06	126	65.97	64	33.51	9	4.71	1	0.52	15.67	
46	03/23/2014	3	20.00	6	2944.99	86.99	0.00	0.00	440.50	13.01	3385.49	159.49	4.50	3544.98	161.46	228	51	22.37	175	76.75	171	75.00	55	24.12	7	3.07	2	0.88	15.55	
47	03/30/2014	3	20.00	6	2862.48	88.98	45.00	1.40	309.50	9.62	3216.98	139.01	4.14	3355.99	163.66	215	35	16.28	179	83.26	155	72.09	59	27.44	8	3.72	1	0.47	15.61	
48	04/06/2014	4	20.00	6	2942.50	88.13	0.00	0.00	396.50	11.87	3339.00	67.42	1.98	3406.42	172.98	226	50	22.12	176	77.88	164	72.57	62	27.43	10	4.42	0	0.00	15.07	
49	04/13/2014	4	20.00	6	2277.48	85.77	0.00	0.00	378.00	14.23	2655.48	121.35	4.37	2776.83	170.50	186	38	20.43	146	78.49	122	65.59	62	33.33	4	2.15	2	1.08	14.93	
50	04/20/2014	4	20.00	6	2529.00	83.45	32.00	1.06	469.50	15.49	3030.50	47.12	1.53	3077.62	180.98	205	37	18.05	167	81.46	142	69.27	62	30.24	9	4.39	1	0.49	15.01	
51	04/27/2014	4	20.00	6	2510.50	91.03	0.00	0.00	247.50	8.97	2758.00	173.40	5.92	2931.40	115.45	178	41	23.03	135	75.84	122	68.54	54	30.34	7	3.93	2	1.12	16.47	
52	05/04/2014	4	20.00	6	2513.47	87.87	0.00	0.00	347.00	12.13	2860.47	101.94	3.44	2962.41	89.27	192	31	16.15	159	82.81	123	64.06	67	34.90	5	2.60	2	1.04	15.43	
Totals and Averages																														
Totals				304	$141225.74	89.29%	$1210.70	0.77%	$15723.33	9.94%	$158159.77	$5286.92	3.23%	$163446.69	$11288.33	10783	2309	21.41%	8405	77.95%	7522	69.76%	3191	29.59%	347	3.22%	69	0.64%	$15.16		
Average		4		6	$2715.88	89.29%	$23.28	0.77%	$302.37	9.94%	$3041.53	$101.67	3.23%	$3143.21	$217.08	207	44	21.26%	162	78.26%	145	70.05%	61	29.47%	7	3.38%	1	0.48%	$15.18		

This displays a very detaied and well broken down report based on a particular selected service, and can contain information from a span of up to 52 weeks. The above example was run for the entire year in order to show the large scope of data.

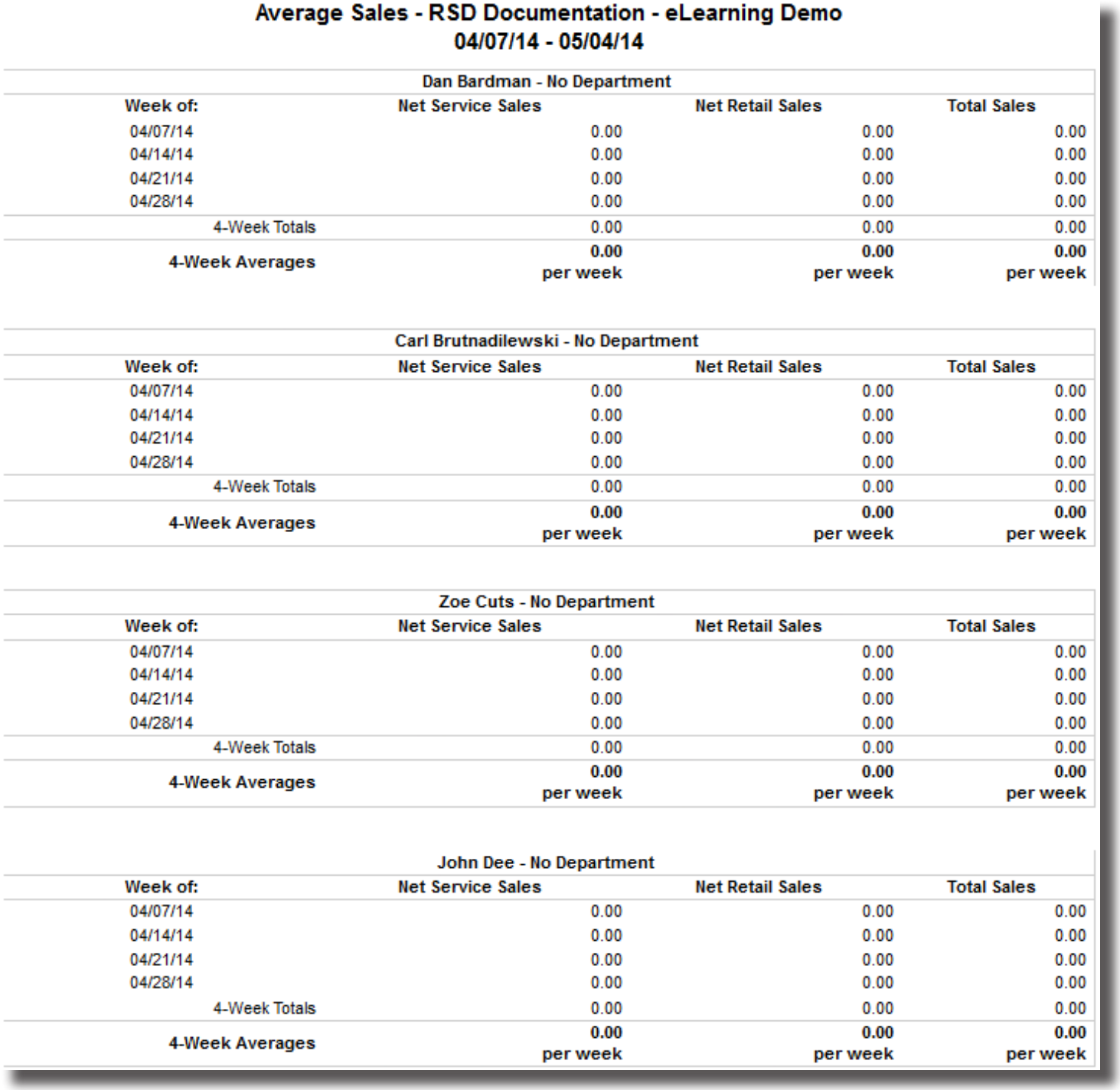
Average Wait Time

Average Wait Time - April 28, 2014 - May 4, 2014

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Weekday Ave.	Weekend Ave.
6:00 AM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7:00 AM	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.00
8:00 AM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
9:00 AM	0.00	1.99	0.00	0.00	0.00	3.18	0.00	1.00	3.18
10:00 AM	0.00	0.00	0.00	0.00	0.05	10.88	0.00	0.01	10.88
11:00 AM	0.00	0.00	0.00	4.82	0.26	0.00	0.00	0.87	0.00
12:00 PM	0.00	0.00	0.00	6.57	0.16	7.17	0.00	2.42	7.17
1:00 PM	0.07	0.00	0.00	0.00	5.04	0.00	0.00	2.31	0.00
2:00 PM	0.00	0.00	0.00	3.04	0.00	0.00	0.00	1.17	0.00
3:00 PM	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.00	0.03
4:00 PM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5:00 PM	0.00	0.00	0.00	7.36	0.00	0.00	0.00	2.24	0.00
6:00 PM	0.00	0.00	0.00	0.00	5.63	0.00	0.00	2.67	0.00
7:00 PM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8:00 PM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
9:00 PM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10:00 PM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.01	0.36	0.00	3.21	1.54	3.51	0.00	1.24	3.51

This report requires Wait Time to be enabled in the SuperSalon point-of-sale system in order to display data. When activated, it shows how long clients have waited on average to be serviced, broken down and separated by the hour.

Average Weekly Sales



Average Sales - RSD Documentation - eLearning Demo
04/07/14 - 05/04/14

Dan Bardman - No Department

Week of:	Net Service Sales	Net Retail Sales	Total Sales
04/07/14	0.00	0.00	0.00
04/14/14	0.00	0.00	0.00
04/21/14	0.00	0.00	0.00
04/28/14	0.00	0.00	0.00
4-Week Totals	0.00	0.00	0.00
4-Week Averages	**0.00 per week**	**0.00 per week**	**0.00 per week**

Carl Brutnadilewski - No Department

Week of:	Net Service Sales	Net Retail Sales	Total Sales
04/07/14	0.00	0.00	0.00
04/14/14	0.00	0.00	0.00
04/21/14	0.00	0.00	0.00
04/28/14	0.00	0.00	0.00
4-Week Totals	0.00	0.00	0.00
4-Week Averages	**0.00 per week**	**0.00 per week**	**0.00 per week**

Zoe Cuts - No Department

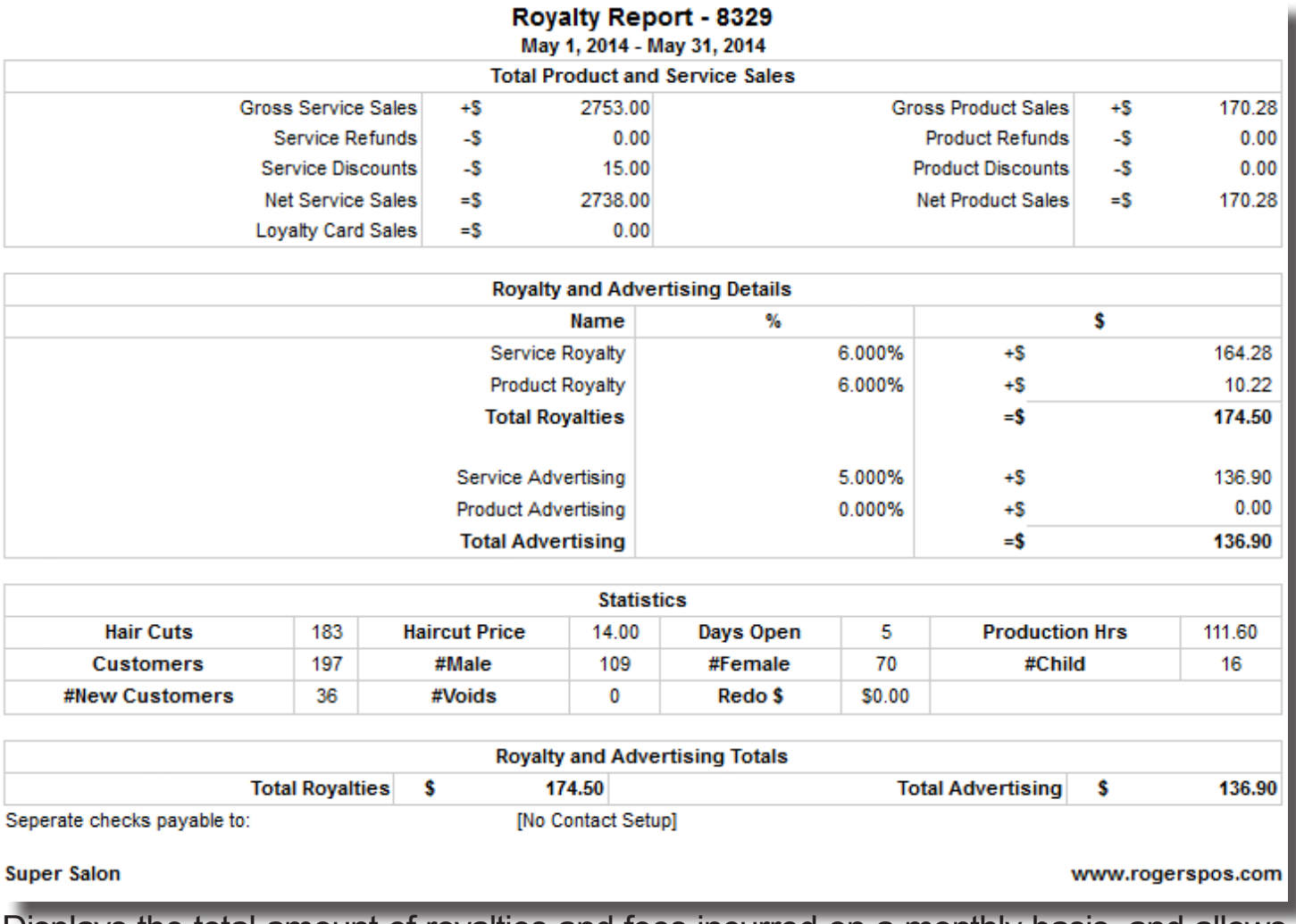
Week of:	Net Service Sales	Net Retail Sales	Total Sales
04/07/14	0.00	0.00	0.00
04/14/14	0.00	0.00	0.00
04/21/14	0.00	0.00	0.00
04/28/14	0.00	0.00	0.00
4-Week Totals	0.00	0.00	0.00
4-Week Averages	**0.00 per week**	**0.00 per week**	**0.00 per week**

John Dee - No Department

Week of:	Net Service Sales	Net Retail Sales	Total Sales
04/07/14	0.00	0.00	0.00
04/14/14	0.00	0.00	0.00
04/21/14	0.00	0.00	0.00
04/28/14	0.00	0.00	0.00
4-Week Totals	0.00	0.00	0.00
4-Week Averages	**0.00 per week**	**0.00 per week**	**0.00 per week**

This report shows the average revenue generated by a salon, broken down by department and/or technician.

BF Royalty



Royalty Report - 8329
May 1, 2014 - May 31, 2014

Total Product and Service Sales

Gross Service Sales	+$	2753.00	Gross Product Sales	+$	170.28
Service Refunds	-$	0.00	Product Refunds	-$	0.00
Service Discounts	-$	15.00	Product Discounts	-$	0.00
Net Service Sales	=$	2738.00	Net Product Sales	=$	170.28
Loyalty Card Sales	=$	0.00			

Royalty and Advertising Details

Name	%	$	
Service Royalty	6.000%	+$	164.28
Product Royalty	6.000%	+$	10.22
Total Royalties		**=$**	**174.50**
Service Advertising	5.000%	+$	136.90
Product Advertising	0.000%	+$	0.00
Total Advertising		**=$**	**136.90**

Statistics

Hair Cuts	183	**Haircut Price**	14.00	**Days Open**	5	**Production Hrs**	111.60
Customers	197	**#Male**	109	**#Female**	70	**#Child**	16
#New Customers	36	**#Voids**	0	**Redo $**	$0.00		

Royalty and Advertising Totals

Total Royalties	**$**	**174.50**	**Total Advertising**	**$**	**136.90**

Seperate checks payable to: [No Contact Setup]

Super Salon **www.rogerspos.com**

Displays the total amount of royalties and fees incurred on a monthly basis, and allows that report to be e-mailed to any address.

BTC Error Report

BTC Error Report For 09

05/01/2014 - 05/04/2014

Date	Ticket #	Description	Type	Employee	Discounted	Net Trans. Amount
05/01/2014	35	Adult Haircut	Service	21 - Zsoka Komar	N	15.95
05/01/2014	35	REQUEST	Service	21 - Zsoka Komar	N	0.00
05/01/2014	35	KMS HP GelWax	Product	21 - Zsoka Komar	N	18.85
05/02/2014	14	Adult Haircut	Service	21 - Zsoka Komar	Y	13.95
05/02/2014	14	Shampoo & Conditioner	Service	21 - Zsoka Komar	N	5.00
05/02/2014	14	REQUEST	Service	21 - Zsoka Komar	N	0.00
05/02/2014	14	KMS HP GelWax	Product	21 - Zsoka Komar	N	18.85
05/02/2014	14	KMS HS STYLE BOOST	Product	21 - Zsoka Komar	N	18.75

This report is not available for all salons, only the ones running a bonus incentive for employees who sell both a service and a product on a single ticket. BTC stands for “behind the chair”.

Comparison Report

Comparison Report

Store Name	Period 1 Mar 01 2014 - Mar 05 2014	Period 2 Apr 01 2014 - Apr 05 2014	Period 3 May 01 2014 - May 05 2014
ABST02	$5293.92	$6517.74	$5874.63
Totals	$5293.92	$6517.74	$5874.63

A very detailed report that allows up to three date ranges on four different metrics to show performance over a particular time span versus another.

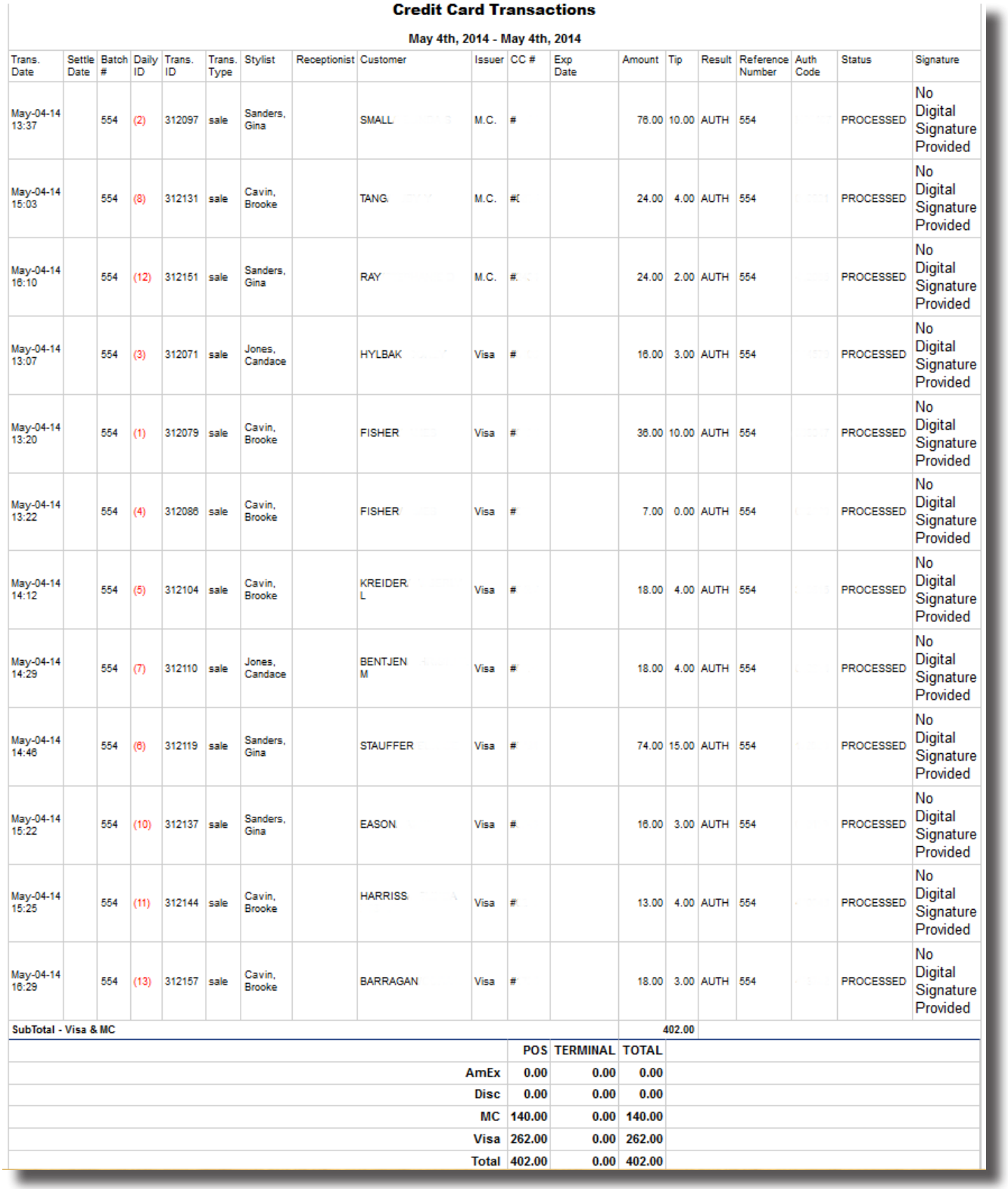
Daily Detail Report

Daily Detail Report - (Net) - May 1, 2014

May 1, 2014	Cuts	Color $	Trtmnt $	Shampoo $	Retail $	Blow Dry $	Other Serv. $	Wax $	Total Sales	Prod Hr.	Non Prod Hr.	RPC	CPH	SPC	OPC	Total Sales / Hr.	Un Served	New Cust%	Adjust	TimeIn	TimeOut	Credit %
	63	0.00	0.00	7.00	31.95	0.00	12.00	10.00	1001.34	34.48	3.25	0.51	1.83	15.89	0.19	26.54	0	11.76	0.00	09:20 am	08:15 pm	60.99
Grand Total	63	0.00	0.00	7.00	31.95	0.00	12.00	10.00	1001.34	34.48	3.25	0.51	1.83	15.89	0.19	26.54	0	11.76	0.00	N/A	N/A	60.99
Monday 04/28	52	25.00	0.00	0.00	65.90	0.00	0.00	0.00	872.42	33.58	3.67	1.27	1.55	16.78	0.00	23.42	2	7.55	0.00	08:10 am	08:11 pm	67.28
Tuesday 04/29	45	0.00	0.00	0.00	27.97	0.00	6.00	10.00	729.52	32.10	3.00	0.62	1.40	16.21	0.13	20.78	2	4.17	0.00	09:41 am	08:20 pm	52.95
Wednesday 04/30	42	0.00	0.00	0.00	10.80	0.00	6.00	8.00	637.38	26.22	2.50	0.26	1.60	15.18	0.14	22.19	1	4.55	0.00	09:16 am	08:15 pm	58.99
Thursday 05/01	63	0.00	0.00	7.00	31.95	0.00	12.00	10.00	1001.34	34.48	3.25	0.51	1.83	15.89	0.19	26.54	0	11.76	0.00	09:20 am	08:15 pm	60.99
This Week	202	25.00	0.00	7.00	136.62	0.00	24.00	28.00	3240.66	126.38	12.42	0.68	1.60	16.04	0.12	23.35	5	7.51	0.00	09:20 am	08:11 pm	60.40
House Sale	0	0.00	0.00	0.00	24.80	0.00	0.00	0.00	24.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00	0.00	-	-	100.00
Betty	39	0.00	0.00	0.00	0.00	0.00	0.00	0.00	567.61	20.93	9.50	0.00	1.98	14.55	0.00	19.00	0	0.00	0.00	08:10 am	08:20 pm	53.18
Erika	38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	565.66	20.06	0.50	0.00	1.79	15.71	0.00	28.00	1	0.00	0.00	01:48 pm	08:15 pm	69.77
Robyn	17	0.00	0.00	7.00	12.00	0.00	6.00	0.00	306.83	12.61	1.42	0.71	1.35	18.05	0.35	22.00	0	10.00	0.00	01:30 pm	08:11 pm	45.64
Jordan	38	0.00	0.00	0.00	51.90	0.00	0.00	0.00	619.53	21.35	1.00	1.37	1.78	16.30	0.00	28.00	0	10.53	0.00	01:53 pm	08:15 pm	64.37
Rebekah	35	0.00	0.00	0.00	14.99	0.00	0.00	20.00	530.65	21.49	0.00	0.43	1.63	15.16	0.00	25.00	0	7.89	0.00	01:31 pm	08:20 pm	60.32
deanna	10	0.00	0.00	0.00	0.00	0.00	6.00	8.00	163.90	7.80	0.00	0.00	1.28	16.39	0.60	21.00	1	0.00	0.00	02:07 pm	08:15 pm	100.00
Jasmine	7	0.00	0.00	0.00	12.98	0.00	6.00	0.00	137.91	7.14	0.00	1.85	0.98	19.70	0.85	19.00	1	12.50	0.00	01:29 pm	05:21 pm	68.91
Brandie	20	25.00	0.00	0.00	19.95	0.00	6.00	0.00	323.77	15.00	0.00	1.00	1.33	16.19	0.30	22.00	0	28.57	0.00	02:54 pm	08:14 pm	66.86
Last Week	384	125.00	0.00	14.00	294.21	0.00	60.00	56.00	6316.39	223.40	9.50	0.77	1.72	16.45	0.16	27.12	9	8.52	0.00			64.88
Apr/14	1611	430.00	16.00	105.00	1447.60	0.00	246.00	268.00	26919.69	927.73	66.05	0.90	1.74	16.71	0.15	27.09	42	7.78	0.00	09:27 am	09:01 pm	64.00
Mar/14	1780	600.00	16.00	105.00	1478.43	0.00	282.00	298.00	29767.87	966.33	106.36	0.83	1.84	16.72	0.16	27.75	35	7.41	0.00	08:48 am	09:02 pm	64.42

This report displays over 20 detailed metrics based on revenue generation, and utilizes advanced filtering and comparison capabilities. This report can be run on one particular day, or over a vast date range.

Credit Card Reports



Credit Card Transactions

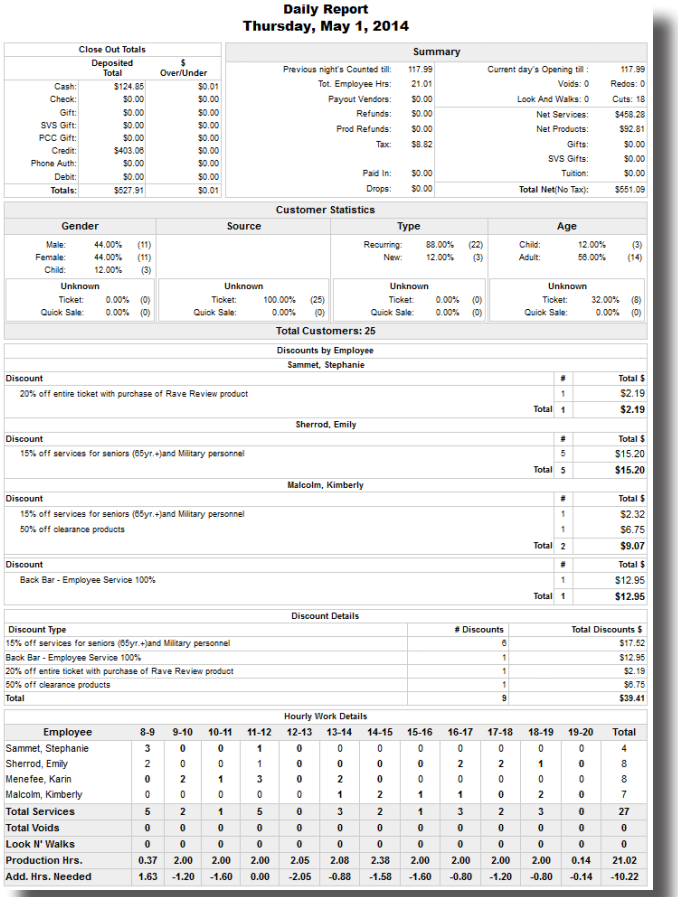
May 4th, 2014 - May 4th, 2014

Trans. Date	Settle Date	Batch #	Daily ID	Trans. ID	Trans. Type	Stylist	Receptionist	Customer	Issuer	CC #	Exp Date	Amount	Tip	Result	Reference Number	Auth Code	Status	Signature
May-04-14 13:37		554	(2)	312097	sale	Sanders, Gina		SMALL	M.C.	#		76.00	10.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 15:03		554	(8)	312131	sale	Cavin, Brooke		TANG	M.C.	#		24.00	4.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 16:10		554	(12)	312151	sale	Sanders, Gina		RAY	M.C.	#		24.00	2.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 13:07		554	(3)	312071	sale	Jones, Candace		HYLBAK	Visa	#		16.00	3.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 13:20		554	(1)	312079	sale	Cavin, Brooke		FISHER	Visa	#		36.00	10.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 13:22		554	(4)	312086	sale	Cavin, Brooke		FISHER	Visa	#		7.00	0.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 14:12		554	(5)	312104	sale	Cavin, Brooke		KREIDER L	Visa	#		18.00	4.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 14:29		554	(7)	312110	sale	Jones, Candace		BENTJEN M	Visa	#		18.00	4.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 14:46		554	(6)	312119	sale	Sanders, Gina		STAUFFER	Visa	#		74.00	15.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 15:22		554	(10)	312137	sale	Sanders, Gina		EASON	Visa	#		16.00	3.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 15:25		554	(11)	312144	sale	Cavin, Brooke		HARRISS	Visa	#		13.00	4.00	AUTH	554		PROCESSED	No Digital Signature Provided
May-04-14 16:29		554	(13)	312157	sale	Cavin, Brooke		BARRAGAN	Visa	#		18.00	3.00	AUTH	554		PROCESSED	No Digital Signature Provided
SubTotal - Visa & MC												402.00						

	POS	TERMINAL	TOTAL
AmEx	0.00	0.00	0.00
Disc	0.00	0.00	0.00
MC	140.00	0.00	140.00
Visa	262.00	0.00	262.00
Total	402.00	0.00	402.00

Shows complete details of all credit card transactions processed using methods integrated into to the point-of-sale system. The two different reports within show all transactions, and a post settle report.

Daily Report



Daily Report
Thursday, May 1, 2014

Close Out Totals

	Deposited Total	$ Over/Under
Cash:	$124.85	$0.01
Check:	$0.00	$0.00
Gift:	$0.00	$0.00
SVS Gift:	$0.00	$0.00
PCC Gift:	$0.00	$0.00
Credit:	$403.06	$0.00
Phone Auth:	$0.00	$0.00
Debit:	$0.00	$0.00
Totals:	$527.91	$0.01

Summary

Previous night's Counted till:	117.99	Current day's Opening till :	117.99
Tot. Employee Hrs:	21.01	Voids: 0	Redos: 0
Payout Vendors:	$0.00	Look And Walks: 0	Cuts: 18
Refunds:	$0.00	Net Services:	$458.28
Prod Refunds:	$0.00	Net Products:	$92.81
Tax:	$8.82	Gifts:	$0.00
		SVS Gifts:	$0.00
Paid In:	$0.00	Tuition:	$0.00
Drops:	$0.00	**Total Net**(No Tax):	$551.09

Customer Statistics

Gender			Source			Type			Age		
Male:	44.00%	(11)				Recurring:	88.00%	(22)	Child:	12.00%	(3)
Female:	44.00%	(11)				New:	12.00%	(3)	Adult:	56.00%	(14)
Child:	12.00%	(3)									
Unknown			**Unknown**			**Unknown**			**Unknown**		
Ticket:	0.00%	(0)	Ticket:	100.00%	(25)	Ticket:	0.00%	(0)	Ticket:	32.00%	(8)
Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)

Total Customers: 25

Discounts by Employee

Sammet, Stephanie

Discount	#	Total $
20% off entire ticket with purchase of Rave Review product	1	$2.19
Total	**1**	**$2.19**

Sherrod, Emily

Discount	#	Total $
15% off services for seniors (65yr.+)and Military personnel	5	$15.20
Total	**5**	**$15.20**

Malcolm, Kimberly

Discount	#	Total $
15% off services for seniors (65yr.+)and Military personnel	1	$2.32
50% off clearance products	1	$6.75
Total	**2**	**$9.07**

Discount	#	Total $
Back Bar - Employee Service 100%	1	$12.95
Total	**1**	**$12.95**

Discount Details

Discount Type	# Discounts	Total Discounts $
15% off services for seniors (65yr.+)and Military personnel	6	$17.52
Back Bar - Employee Service 100%	1	$12.95
20% off entire ticket with purchase of Rave Review product	1	$2.19
50% off clearance products	1	$6.75
Total	9	$39.41

Hourly Work Details

Employee	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	Total
Sammet, Stephanie	3	0	0	1	0	0	0	0	0	0	0	0	4
Sherrod, Emily	2	0	0	1	0	0	0	0	2	2	1	0	8
Menefee, Karin	0	2	1	3	0	2	0	0	0	0	0	0	8
Malcolm, Kimberly	0	0	0	0	0	1	2	1	1	0	2	0	7
Total Services	5	2	1	5	0	3	2	1	3	2	3	0	27
Total Voids	0	0	0	0	0	0	0	0	0	0	0	0	0
Look N' Walks	0	0	0	0	0	0	0	0	0	0	0	0	0
Production Hrs.	0.37	2.00	2.00	2.00	2.05	2.08	2.38	2.00	2.00	2.00	2.00	0.14	21.02
Add. Hrs. Needed	1.63	-1.20	-1.60	0.00	-2.05	-0.88	-1.58	-1.60	-0.80	-1.20	-0.80	-0.14	-10.22

The Daily Report provides a brief overview of the location's performance for the day requested. The report is broken into six sections. The first section is a look at the closeout totals for the day and whether or not the location was short. If the closeout is not performed properly, then the information listed on this report will be incorrect. The Summary section provides a brief overview of sales, while customer statistics give a breakdown of visitor information. If customer demographics is not enabled, then all customers are assumed to be unknown.

The Hourly Work Details section, which could be considered the primary focus of the report, is designed to give an hour by hour break down of customer visitation. The section lists how many tickets were entered into the system during the displayed period of time, and who the ticket was assigned to. It also displays how many "Look and Walks" were entered into the system during the same period of time.

The purpose of this is to assist with finding the busiest work hours for the location. The report counts how many production hours were used (pooled together from all of the employees working at the time) and offers suggestions on how many additional hours might need to be scheduled at the location to prevent customer loss.

Deposit Analysis

Deposit Analysis

	Week Ending: 05/10/2014							
Date	**05/04**	**05/05**	**05/06**	**05/07**	**05/08**	**05/09**	**05/10**	**Totals**
Net Services $	$550.90	$720.00	$615.95	$0.00	$0.00	$0.00	$0.00	$1886.85
Net Products $	$18.99	$50.70	$42.75	$0.00	$0.00	$0.00	$0.00	$112.44
Cash Flow In								
Net Services & Products $	$569.89	$770.70	$658.70	$0.00	$0.00	$0.00	$0.00	$1999.29
Gift Certs Sold $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
SVS Gift Cards Sold $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
PCC Gift Cards Sold $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sales Tax $	$1.57	$4.18	$3.52	$0.00	$0.00	$0.00	$0.00	$9.27
Cash Flow Out								
Paidouts $								
- Postage: Weekly Bag Postage	$0.00	$5.60	$0.00	$0.00	$0.00	$0.00	$0.00	$5.60
- Window Cleaning: Windows Cleaned	$0.00	$0.00	$20.00	$0.00	$0.00	$0.00	$0.00	$20.00
Free Service $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Balance								
Counted Till $	$200.00	$200.00	$200.00	$0.00	$0.00	$0.00	$0.00	$600.00
Over/Short $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
EOD Till Shortage	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Payment Balance $	$571.46	$769.28	$642.22	$0.00	$0.00	$0.00	$0.00	$1982.96
Deposit								
Cash and Check $	$203.50	$323.28	$217.95	$0.00	$0.00	$0.00	$0.00	$744.73
Credit $	$367.96	$446.00	$424.27	$0.00	$0.00	$0.00	$0.00	$1238.23
- CreditCard	$367.96	$446.00	$424.27	$0.00	$0.00	$0.00	$0.00	$1238.23
Debit $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total Deposit $	$571.46	$769.28	$642.22	$0.00	$0.00	$0.00	$0.00	$1982.96
Statistics								
Traffic Count	35	47	42	0	0	0	0	124
Ticket Average	$16.28	$16.40	$15.68	$0.00	$0.00	$0.00	$0.00	$16.12
Misc								
Gift Certs Redeemed $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
SVS Gift Cards Redeemed $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
PCC Gift Cards Redeemed $	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

This report can be run from either a date range or selected week, and it shows and tracks revenue flowing into and out of the salon via closeout numbers, payouts, and traffic statistics.

Deposit Summary

Deposit Summary

April, 1, 2014 - April 30, 2014

Day	Cash	Check	Credit 1	Debit	Deposit	Gift	PCC Gift	Phone Auth	Total
01 Tue	$30.00	$0.00	$291.91	$0.00	$30.00	$0.00	$0.00	$0.00	$321.91
02 Wed	$0.00	$0.00	$379.91	$0.00	$0.00	$0.00	$0.00	$0.00	$379.91
03 Thu	$78.00	$0.00	$108.99	$0.00	$78.00	$0.00	$0.00	$0.00	$186.99
04 Fri	$25.00	$0.00	$210.67	$0.00	$25.00	$0.00	$0.00	$0.00	$235.67
05 Sat	$0.00	$10.99	$285.34	$0.00	$10.99	$0.00	$0.00	$0.00	$296.33
06 Sun	$47.00	$0.00	$190.92	$0.00	$47.00	$0.00	$0.00	$0.00	$237.92
07 Mon	$66.00	$0.00	$104.27	$0.00	$66.00	$0.00	$0.00	$0.00	$170.27
08 Tue	$14.00	$0.00	$297.03	$0.00	$14.00	$0.00	$0.00	$0.00	$311.03
09 Wed	$14.00	$0.00	$258.33	$0.00	$14.00	$0.00	$0.00	$0.00	$272.33
10 Thu	$126.00	$0.00	$301.09	$0.00	$126.00	$0.00	$0.00	$0.00	$427.09
11 Fri	$55.00	$0.00	$264.64	$0.00	$55.00	$0.00	$0.00	$0.00	$319.64
12 Sat	$53.00	$0.00	$240.52	$0.00	$53.00	$0.00	$0.00	$0.00	$293.52
13 Sun	$23.00	$0.00	$154.94	$0.00	$23.00	$0.00	$0.00	$0.00	$177.94
14 Mon	$40.00	$0.00	$324.40	$0.00	$40.00	$0.00	$0.00	$0.00	$364.40
15 Tue	$81.00	$0.00	$213.38	$0.00	$81.00	$0.00	$0.00	$0.00	$294.38
16 Wed	$64.00	$0.00	$260.85	$0.00	$64.00	$0.00	$0.00	$0.00	$324.85
17 Thu	$92.00	$0.00	$236.37	$0.00	$92.00	$0.00	$0.00	$0.00	$328.37
18 Fri	$83.00	$0.00	$380.73	$0.00	$83.00	$0.00	$0.00	$0.00	$463.73
19 Sat	$0.00	$0.00	$380.70	$0.00	$0.00	$0.00	$0.00	$0.00	$380.70
20 Sun	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
21 Mon	$10.00	$0.00	$216.93	$0.00	$10.00	$0.00	$0.00	$0.00	$226.93
22 Tue	$0.00	$0.00	$228.86	$0.00	$0.00	$0.00	$0.00	$0.00	$228.86
23 Wed	$123.00	$0.00	$115.92	$0.00	$123.00	$0.00	$0.00	$0.00	$238.92
24 Thu	$51.00	$0.00	$151.67	$0.00	$51.00	$0.00	$0.00	$0.00	$202.67
25 Fri	$203.00	$0.00	$192.68	$0.00	$203.00	$0.00	$0.00	$0.00	$395.68
26 Sat	$8.00	$0.00	$286.96	$0.00	$8.00	$0.00	$0.00	$0.00	$294.96
27 Sun	$21.00	$0.00	$144.64	$0.00	$21.00	$0.00	$0.00	$0.00	$165.64
28 Mon	$13.00	$15.00	$32.00	$0.00	$28.00	$0.00	$0.00	$0.00	$60.00
29 Tue	$109.00	$0.00	$228.91	$0.00	$109.00	$0.00	$0.00	$0.00	$337.91
30 Wed	$61.00	$0.00	$111.96	$0.00	$61.00	$0.00	$0.00	$0.00	$172.96
Totals:	$1490.00	$25.99	$6595.52	$0.00	$1515.99	$0.00	$0.00	$0.00	$8111.51

The Deposit Summary report provides a look at the deposit information for the month requested. In order for the report to display accurate information, the close out for each day in the requested month needs to be completed properly. Running the report on a month that has not finished will not have any adverse affects, but running the report when there are incomplete or inaccurate closeouts will throw off the total calculation at the end.

The deposit information for Credit, Debit, Phone, and Gift payments is based off of the Mid-Day and End-Day count fields on the closeout screen. The Cash and Deposit field are based off of the Cash Deposit section of the Deposit Summary of the Closeout screen. These two numbers should always be the same. Each day listed in the report is also a link. When the desired date is selected, it takes you to the Daily Report for that day.

Drops

Date	Employee	Type	Amount
05/01/2014 07:56 pm	ALICIA	Cash	$300.00
05/02/2014 05:46 pm	KERIN	Cash	$400.00
05/03/2014 12:07 pm	ALICIA	Cash	$300.00
05/03/2014 05:27 pm	ALICIA	Cash	$300.00
05/05/2014 08:08 pm	KERIN	Cash	$500.00

Although not utilized by all salons, this report shows details of cash and check drops over a date ranged timeframe.

Employee Ranking

Employee Report 4/1/14 - 4/30/14		Cuts Per Day	Cuts Per Hr	Color $	Retail $	Wax $	Condition $	Other Svc $	Wax Cond Other $	Sales	Prod Hr	Non Prod Hr	RPC	SPC	OPC	PPG	Total Sales/ Total Hrs	New Cust %	Req %	Credit Card %
	House Sale	0	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15.00	0.00	0.00	0.00	$0.00	0.00	$0.00	$0.00	0.00%	0.00%	0.00%
59	SHANE	7	1.38	$170.00	$107.65	$40.00	$0.00	$0.00	$40.00	$3977.65	152.41	0.13	0.51	$18.94	0.00	$0.42	$26.08	9.02%	5.10%	45.64%
9	CINDY	6.53	1.62	$0.00	$22.32	$28.00	$0.00	$0.00	$28.00	$3824.30	121.29	8.78	0.11	$19.51	0.00	$0.09	$29.41	4.23%	28.54%	42.96%
51	YESICA	8.53	1.49	$0.00	$90.00	$20.00	$0.00	$0.00	$20.00	$4652.55	171.81	1.67	0.35	$18.17	0.00	$0.30	$26.82	0.33%	5.96%	41.36%
44	LIZZETTE	6.87	1.38	$55.00	$20.45	$24.00	$0.00	$0.00	$24.00	$3613.45	149.48	1.45	0.10	$17.54	0.00	$0.09	$23.94	4.17%	4.58%	39.60%
38	SUSETTE	7.7	1.7	$0.00	$77.62	$8.00	$0.00	$0.00	$8.00	$4579.62	135.72	20.98	0.34	$19.83	0.00	$0.25	$29.23	8.57%	11.11%	38.43%
45	BRITNEY	6.83	1.48	$455.00	$59.90	$18.00	$0.00	$0.00	$18.00	$4316.90	138.80	4.92	0.29	$21.06	0.00	$0.22	$30.04	12.96%	3.70%	44.32%
	Total:	43.47	1.5	$680.00	$377.94	$138.00	$0.00	$0.00	$138.00	$24979.47	869.51	37.91	0.00	$19.16	0.00	$0.23	$27.53	6.51%	0.00%	0.00%

This report breaks down stylists' retail and service performance based on either a month or a requested date range.

Employee Sales Summary

Employee Sales Summary

Date Range: May 1, 2014 - May 5, 2014

Employee Name	Gross Services	Gross Products	Net Services	Net Products	Employee Total
DIXON	$559.40	$18.50	$559.40	$18.50	$577.90
LOPEZ	$904.45	$10.95	$904.45	$10.95	$915.40
LUJAN	$916.35	$27.45	$916.35	$23.27	$939.62
QUINONEZ	$939.55	$10.95	$939.55	$10.95	$950.50
RUIZ	$1139.65	$0.00	$1139.65	$0.00	$1139.65
WINGATE	$258.25	$20.93	$258.25	$20.93	$279.18
Store Totals	**$4717.65**	**$88.78**	**$4717.65**	**$84.60**	**$4802.25**

Displays both the gross and net retail and service revenue generated by individual employees. Can be run on a requested date range.

Hourly Sales Analysis

Daily Sales Analysis Report - May 2nd, 2014

EIN Number	City	Name	Area	9:00-10:00	Sales %	10:00-11:00	Sales %	11:00-12:00	Sales %	12:00-13:00	Sales %	13:00-14:00	Sales %	14:00-15:00	Sales %	15:00-16:00	Sales %	16:00-17:00	Sales %	17:00-18:00	Sales %	18:00-19:00	Sales %	19:00-20:00	Sales %	20:00	Sales %	Total
				181.93	20.85	0	0.00	29.98	3.44	155.95	17.87	53.97	6.19	181.93	20.85	34.97	4.01	35.97	4.12	102.96	11.80	47.96	5.50	46.96	5.38	0	0.00	872.58
			Total	**181.93**	**20.85**	**0**	**0**	**29.98**	**3.44**	**155.95**	**17.87**	**53.97**	**6.19**	**181.93**	**20.85**	**34.97**	**4.01**	**35.97**	**4.12**	**102.96**	**11.8**	**47.96**	**5.5**	**46.96**	**5.38**	**0**	**0**	**872.58**

This report displays regional sales data and is generally only available to the upper echelons of management. It displays revenue generation broken down by location and hour of the day.

End of Day

Salon - End of Day

05/02/14

Ticket #	Service Time	Check Out	Customer	Request	New	Stylist	Item	Price	Discount	Refund	Subtotal	Tax	Total	Payment	Serv/ Wait Time
1	11:20 am	11:20 am	Quick Sale			T., Keli	St. Appl. Mitt	$6.50	$0.00	$0.00	$6.50	$0.57	$7.07	Cash	0/0
2	03:40 pm	03:40 pm	Quick Sale			S., Kaila	Lanyd PkRibbon	$10.50	$0.00	$0.00	$10.50	$0.92	$11.42	Check Check Check	0/0

Salon - Voids

05/02/14

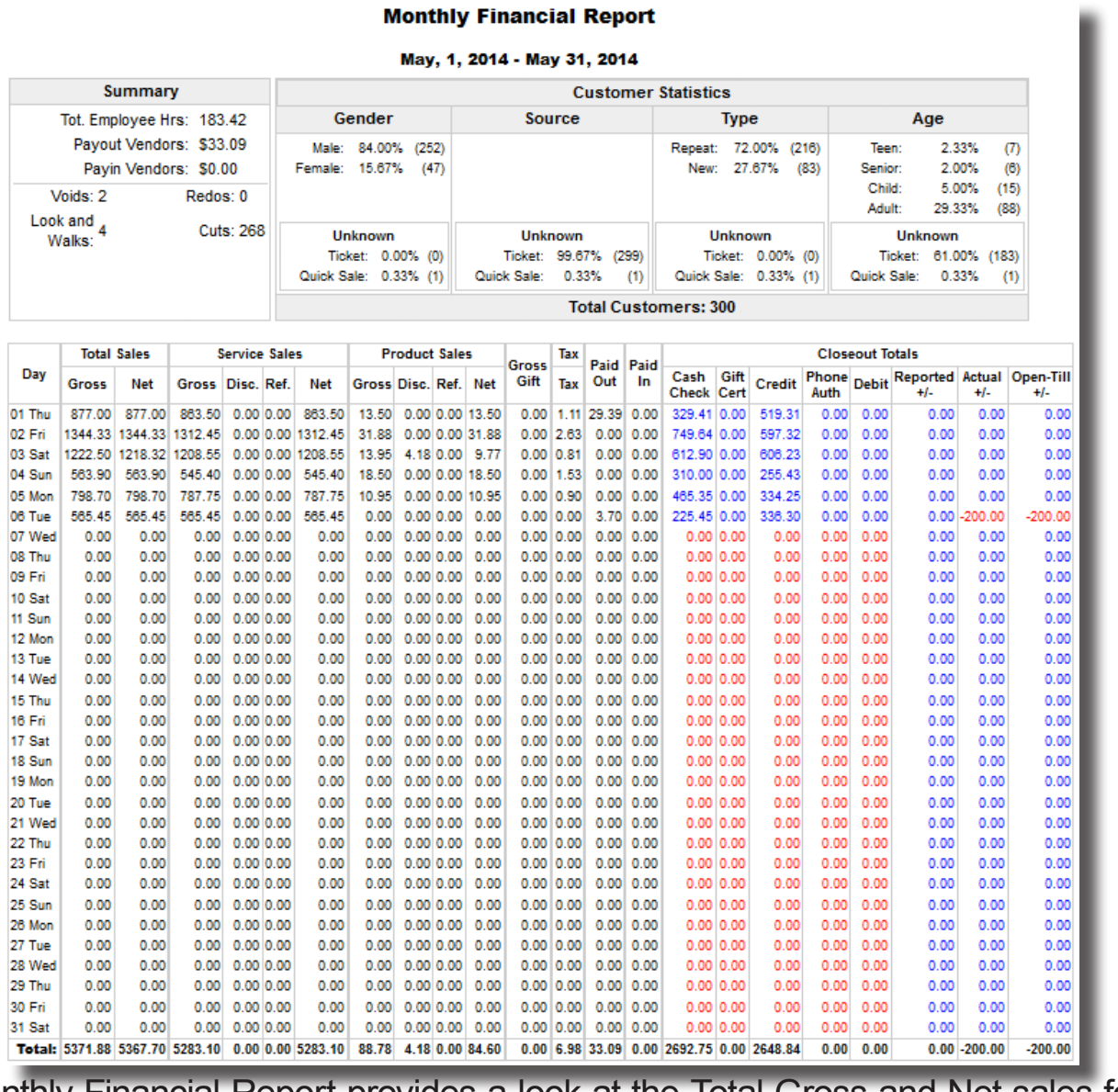
Ticket #	Service Time	Check Out	Customer	Request	New	Stylist	Item	Price	Discount	Subtotal	Tax	Total	Serv/ Wait Time	Cancel Reason

Service		Service Refund		Product		Product Refund		Gift Card Sales		Discount		Paid Ins		Paid Outs		Tax		Total
$0.00	-	$0.00	+	$17.00	-	$0.00	+	$0.00	-	$0.00	+	$0.00	-	$0.00	+	$1.49	=	$18.49

The End of Day report displays every single ticket that was checked in for the requested date. The employee who performed the service or sold the product is listed, as well as the customer name, service time, and Check-Out time. The report is primarily used to circumvent using the search sales screen to bring up ticket information, since by using End of Day, all of the information is loaded and ready to view.

After the ticket information is listed, the End of Day report calculates the Net Totals and deposit information for the day. The deposit information is based off of the closeout totals, so before the information will populate, the closeout will need to be performed and uploaded.

Monthly Financial



Monthly Financial Report

May, 1, 2014 - May 31, 2014

Summary		Customer Statistics			
		Gender	Source	Type	Age
Tot. Employee Hrs:	183.42	Male: 84.00% (252)		Repeat: 72.00% (216)	Teen: 2.33% (7)
Payout Vendors:	$33.09	Female: 15.67% (47)		New: 27.67% (83)	Senior: 2.00% (6)
Payin Vendors:	$0.00				Child: 5.00% (15)
Voids: 2	Redos: 0				Adult: 29.33% (88)
Look and Walks: 4	Cuts: 268	Unknown	Unknown	Unknown	Unknown
		Ticket: 0.00% (0)	Ticket: 99.67% (299)	Ticket: 0.00% (0)	Ticket: 61.00% (183)
		Quick Sale: 0.33% (1)	Quick Sale: 0.33% (1)	Quick Sale: 0.33% (1)	Quick Sale: 0.33% (1)
		Total Customers: 300			

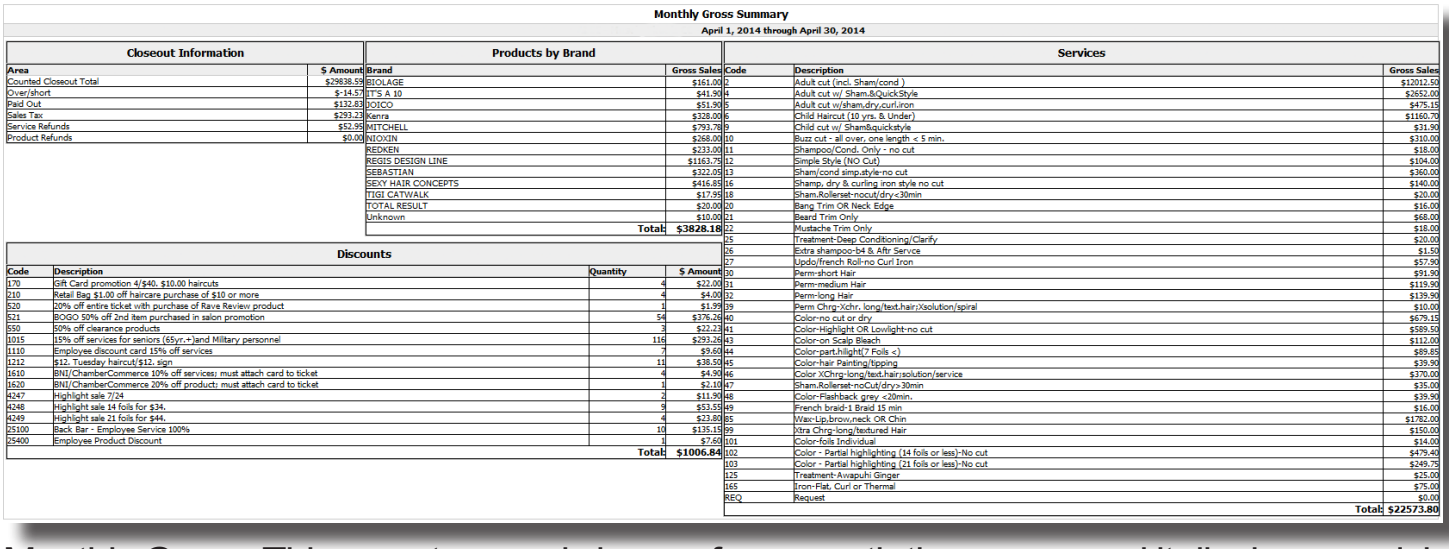
Day	Total Sales		Service Sales				Product Sales				Gross Gift	Tax	Paid Out	Paid In	Closeout Totals							
	Gross	Net	Gross	Disc.	Ref.	Net	Gross	Disc.	Ref.	Net		Tax			Cash Check	Gift Cert	Credit	Phone Auth	Debit	Reported +/-	Actual +/-	Open-Till +/-
01 Thu	877.00	877.00	863.50	0.00	0.00	863.50	13.50	0.00	0.00	13.50	0.00	1.11	29.39	0.00	329.41	0.00	519.31	0.00	0.00	0.00	0.00	0.00
02 Fri	1344.33	1344.33	1312.45	0.00	0.00	1312.45	31.88	0.00	0.00	31.88	0.00	2.63	0.00	0.00	749.64	0.00	597.32	0.00	0.00	0.00	0.00	0.00
03 Sat	1222.50	1218.32	1208.55	0.00	0.00	1208.55	13.95	4.18	0.00	9.77	0.00	0.81	0.00	0.00	612.90	0.00	606.23	0.00	0.00	0.00	0.00	0.00
04 Sun	563.90	563.90	545.40	0.00	0.00	545.40	18.50	0.00	0.00	18.50	0.00	1.53	0.00	0.00	310.00	0.00	255.43	0.00	0.00	0.00	0.00	0.00
05 Mon	798.70	798.70	787.75	0.00	0.00	787.75	10.95	0.00	0.00	10.95	0.00	0.90	0.00	0.00	465.35	0.00	334.25	0.00	0.00	0.00	0.00	0.00
06 Tue	565.45	565.45	565.45	0.00	0.00	565.45	0.00	0.00	0.00	0.00	0.00	0.00	3.70	0.00	225.45	0.00	336.30	0.00	0.00	0.00	-200.00	-200.00
07 Wed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
08 Thu	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
09 Fri	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10 Sat	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
11 Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12 Mon	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
13 Tue	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
14 Wed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15 Thu	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16 Fri	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
17 Sat	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
18 Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
19 Mon	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
20 Tue	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
21 Wed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
22 Thu	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
23 Fri	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
24 Sat	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
25 Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
26 Mon	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
27 Tue	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
28 Wed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29 Thu	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
30 Fri	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
31 Sat	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total:	5371.88	5367.70	5283.10	0.00	0.00	5283.10	88.78	4.18	0.00	84.60	0.00	6.98	33.09	0.00	2692.75	0.00	2648.84	0.00	0.00	0.00	-200.00	-200.00

The Monthly Financial Report provides a look at the Total Gross and Net sales for the location, along with the closeout totals for each date in the month selected. The primary purpose of the report is to assist with quickly identifying which days were the most productive for the location as well as spotting overages or shortages with the closeout for each day in the month.

The totals for each day are added together at the bottom of the mid section of the report as a monthly total. Because this section is compartmentalized, it is easy to identify Total Gross and Net, as well as the Gross and Net for product and service sales respectively. Taxes and gift certificate/card sales are also tracked separately. The information in the closeout totals section is dependent on the closeout information entered for that day. If the closeout for a particular date is incorrect, then it will throw off the total calculation at the end.

The closeout totals section also contains the Reported +/- and Actual +/- fields. These fields are used to determine if there was any data loss during the upload for the date in question. These two fields should always match in number.

Monthly Gross



Monthly Gross Summary

April 1, 2014 through April 30, 2014

Closeout Information

Area	$ Amount
Counted Closeout Total	$29838.59
Over/short	$-14.57
Paid Out	$132.83
Sales Tax	$293.23
Service Refunds	$52.95
Product Refunds	$0.00

Products by Brand

Brand	Gross Sales
BIOLAGE	$161.00
IT'S A 10	$41.90
JOICO	$51.90
Kenra	$328.00
MITCHELL	$793.78
NIOXIN	$268.00
REDKEN	$233.00
REGIS DESIGN LINE	$1163.75
SEBASTIAN	$322.00
SEXY HAIR CONCEPTS	$416.85
TIGI CATWALK	$17.95
TOTAL RESULT	$20.00
Unknown	$10.00
Total:	$3828.18

Services

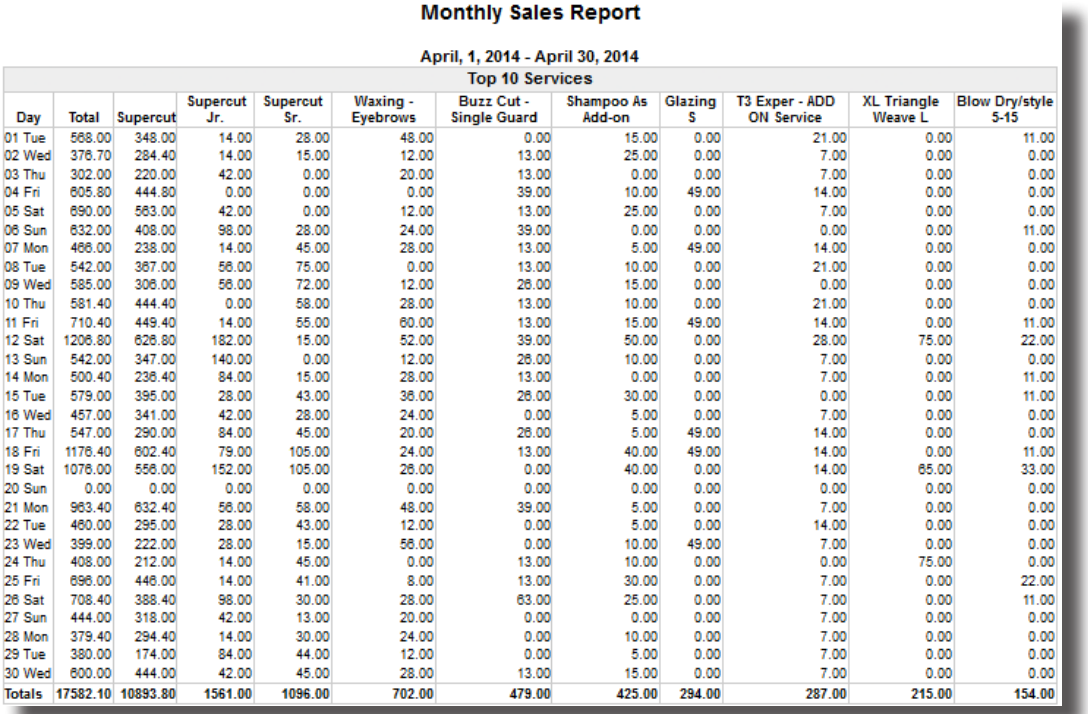
Code	Description	Gross Sales
2	Adult cut (incl. Sham/cond)	$12012.50
4	Adult cut w/ Sham.&QuickStyle	$2652.00
5	Adult cut w/sham.dry.curl.iron	$475.15
6	Child Haircut (10 yrs. & Under)	$1160.70
9	Child cut w/ Sham&quickstyle	$31.90
10	Buzz cut - all over, one length < 5 min.	$310.00
11	Shampoo/Cond. Only - no cut	$18.00
12	Simple Style (NO Cut)	$104.00
13	Sham/cond simp.style-no cut	$360.00
16	Shamp, dry & curling iron style no cut	$140.00
18	Sham.Rollerset-nocut/dry<30min	$20.00
20	Bang Trim OR Neck Edge	$16.00
21	Beard Trim Only	$68.00
22	Mustache Trim Only	$18.00
25	Treatment-Deep Conditioning/Clarify	$20.00
26	Extra shampoo-b4 & Aftr Service	$1.50
27	Updo/french Roll-no Curl Iron	$57.90
30	Perm-short Hair	$91.90
31	Perm-medium Hair	$119.90
32	Perm-long Hair	$139.90
39	Perm Chrg-Xchr, long/text.hair;Xsolution/spiral	$10.00
40	Color-no cut or dry	$679.15
41	Color-Highlight OR Lowlight-no cut	$589.50
43	Color-on Scalp Bleach	$112.00
44	Color-part.hilight(7 Foils <)	$89.85
45	Color-hair Painting/tipping	$39.90
46	Color XChrg-long/text.hair;solution/service	$370.00
47	Sham.Rollerset-noCut/dry>30min	$35.00
48	Color-Flashback grey <20min.	$39.90
49	French braid-1 Braid 15 min	$16.00
85	Wax-Lip,brow,neck OR Chin	$1782.00
99	Xtra Chrg-long/textured Hair	$150.00
101	Color-foils Individual	$14.00
102	Color - Partial highlighting (14 foils or less)-No cut	$479.40
103	Color - Partial highlighting (21 foils or less)-No cut	$249.75
125	Treatment-Awapuhi Ginger	$25.00
165	Iron-Flat, Curl or Thermal	$75.00
REQ	Request	$0.00
	Total:	$22573.80

Discounts

Code	Description	Quantity	$ Amount
170	Gift Card promotion 4/$40. $10.00 haircuts	4	$22.00
210	Retail Bag $1.00 off haircare purchase of $10 or more	4	$4.00
520	20% off entire ticket with purchase of Rave Review product	1	$1.99
521	BOGO 50% off 2nd item purchased in salon promotion	54	$376.26
550	50% off clearance products	3	$22.23
1015	15% off services for seniors (65yr.+)and Military personnel	116	$293.26
1110	Employee discount card 15% off services	7	$9.60
1212	$12. Tuesday haircut/$12. sign	11	$38.50
1610	BNI/ChamberCommerce 10% off services; must attach card to ticket	4	$4.90
1620	BNI/ChamberCommerce 20% off product; must attach card to ticket	1	$2.10
4247	Highlight sale 7/24	2	$11.98
4248	Highlight sale 14 foils for $34.	9	$53.55
4249	Highlight sale 21 foils for $44.	4	$23.80
25100	Back Bar - Employee Service 100%	10	$135.15
25400	Employee Product Discount	1	$7.60
	Total:		$1006.84

Monthly Gross: This report can only be run for a month time span, and it displays a quick snapshot of closeout, discount, and performed services.

Monthly Sales



Monthly Sales Report

April, 1, 2014 - April 30, 2014

Top 10 Services

Day	Total	Supercut	Supercut Jr.	Supercut Sr.	Waxing - Eyebrows	Buzz Cut - Single Guard	Shampoo As Add-on	Glazing S	T3 Exper - ADD ON Service	XL Triangle Weave L	Blow Dry/style 5-15
01 Tue	568.00	348.00	14.00	28.00	48.00	0.00	15.00	0.00	21.00	0.00	11.00
02 Wed	376.70	284.40	14.00	15.00	12.00	13.00	25.00	0.00	7.00	0.00	0.00
03 Thu	302.00	220.00	42.00	0.00	20.00	13.00	0.00	0.00	7.00	0.00	0.00
04 Fri	605.80	444.80	0.00	0.00	0.00	39.00	10.00	49.00	14.00	0.00	0.00
05 Sat	690.00	563.00	42.00	0.00	12.00	13.00	25.00	0.00	7.00	0.00	0.00
06 Sun	632.00	408.00	98.00	28.00	24.00	39.00	0.00	0.00	0.00	0.00	11.00
07 Mon	466.00	238.00	14.00	45.00	28.00	13.00	5.00	49.00	14.00	0.00	0.00
08 Tue	542.00	367.00	56.00	75.00	0.00	13.00	10.00	0.00	21.00	0.00	0.00
09 Wed	585.00	306.00	56.00	72.00	12.00	26.00	15.00	0.00	0.00	0.00	0.00
10 Thu	581.40	444.40	0.00	58.00	28.00	13.00	10.00	0.00	21.00	0.00	0.00
11 Fri	710.40	449.40	14.00	55.00	60.00	13.00	15.00	49.00	14.00	0.00	11.00
12 Sat	1206.80	626.80	182.00	15.00	52.00	39.00	50.00	0.00	28.00	75.00	22.00
13 Sun	542.00	347.00	140.00	0.00	12.00	26.00	10.00	0.00	7.00	0.00	0.00
14 Mon	500.40	236.40	84.00	15.00	28.00	13.00	0.00	0.00	7.00	0.00	11.00
15 Tue	579.00	395.00	28.00	43.00	36.00	26.00	30.00	0.00	0.00	0.00	11.00
16 Wed	457.00	341.00	42.00	28.00	24.00	0.00	5.00	0.00	7.00	0.00	0.00
17 Thu	547.00	290.00	84.00	45.00	20.00	26.00	5.00	49.00	14.00	0.00	0.00
18 Fri	1176.40	602.40	79.00	105.00	24.00	13.00	40.00	49.00	14.00	0.00	11.00
19 Sat	1076.00	556.00	152.00	105.00	26.00	0.00	40.00	0.00	14.00	65.00	33.00
20 Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
21 Mon	963.40	632.40	56.00	58.00	48.00	39.00	5.00	0.00	7.00	0.00	0.00
22 Tue	460.00	295.00	28.00	43.00	12.00	0.00	5.00	0.00	14.00	0.00	0.00
23 Wed	399.00	222.00	28.00	15.00	56.00	0.00	10.00	49.00	7.00	0.00	0.00
24 Thu	408.00	212.00	14.00	45.00	0.00	13.00	10.00	0.00	0.00	75.00	0.00
25 Fri	696.00	446.00	14.00	41.00	8.00	13.00	30.00	0.00	7.00	0.00	22.00
26 Sat	708.40	388.40	98.00	30.00	28.00	63.00	25.00	0.00	7.00	0.00	11.00
27 Sun	444.00	318.00	42.00	13.00	20.00	0.00	0.00	0.00	7.00	0.00	0.00
28 Mon	379.40	294.40	14.00	30.00	24.00	0.00	10.00	0.00	7.00	0.00	0.00
29 Tue	380.00	174.00	84.00	44.00	12.00	0.00	5.00	0.00	7.00	0.00	0.00
30 Wed	600.00	444.00	42.00	45.00	28.00	13.00	15.00	0.00	7.00	0.00	0.00
Totals	**17582.10**	**10893.80**	**1561.00**	**1096.00**	**702.00**	**479.00**	**425.00**	**294.00**	**287.00**	**215.00**	**154.00**

This report displays the performance of the top five services rendered, product sales, discount usage, and paid in/outs. The default time frame for the query is a month, but can be switched to a date ranged query as well.

Monthly Statistics

Monthly Statistics Report

April 1, 2014 - April 30, 2014

Day	Net Serv	Net Prod	Tot Net	Prod Hours	Net Serv $/Hr	Net Prod $/Hr	Disc $	Guests	Cuts	Net Ticket Ave	Voids	Look 'n Walks	New	Recurring	Male	Female	Child	Last In	Last Comp.
Tue 01:	2003.00	187.20	2190.20	44.95	44.56	4.16	37.80	37	28	59.19	2	0	4	31	11	23	1	38 6:07	34 7:40
Wed 02:	1940.00	508.50	2448.50	45.08	43.03	11.28	75.00	38	28	64.43	8	0	5	29	8	26	0	40 6:10	38 7:40
Thu 03:	1740.00	409.00	2149.00	58.83	29.58	6.95	40.00	34	19	63.21	2	1	0	33	6	27	0	36 4:55	36 7:19
Fri 04:	1635.00	708.50	2343.50	54.48	30.01	13.00	65.00	35	18	66.96	0	0	3	31	3	31	0	36 6:20	36 7:02
Sat 05:	2061.25	577.00	2638.25	66.21	31.13	8.71	23.75	37	21	71.30	2	0	3	33	5	31	0	38 5:28	29 6:16
Sun 06:	1208.00	410.00	1618.00	36.24	33.33	11.31	10.00	19	17	85.16	0	0	3	15	7	11	0	19 4:49	18 5:13
Mon 07:	1180.00	289.50	1469.50	31.10	37.94	9.31	38.00	25	9	58.78	0	0	2	19	4	17	0	25 6:32	23 6:56
Tue 08:	1765.00	512.00	2277.00	37.90	46.57	13.51	40.00	31	21	73.45	2	0	1	26	5	22	0	33 5:15	33 6:05
Wed 09:	1265.00	168.50	1433.50	34.67	36.49	4.86	25.00	21	14	68.26	0	0	2	18	1	19	0	21 6:25	21 6:59
Thu 10:	2376.00	511.50	2887.50	62.15	38.23	8.23	45.00	44	27	65.63	3	0	5	33	9	28	1	47 5:19	46 7:33
Fri 11:	2810.00	626.50	3436.50	76.20	36.88	8.22	100.00	50	30	68.73	2	0	6	41	7	40	0	52 6:15	48 7:14
Sat 12:	2187.00	331.50	2518.50	67.16	32.56	4.94	99.00	49	31	51.40	2	0	7	35	8	33	1	52 5:12	46 6:20
Sun 13:	1151.00	201.00	1352.00	37.98	30.31	5.29	0.00	25	17	54.08	6	5	4	19	9	14	0	30 5:10	11 5:29
Mon 14:	875.00	77.50	952.50	30.40	28.78	2.55	10.00	17	12	56.03	0	0	2	11	3	10	0	17 6:03	15 6:42
Tue 15:	2149.00	314.00	2463.00	53.07	40.49	5.92	26.00	37	20	66.57	3	0	4	26	4	26	0	39 5:44	37 7:21
Wed 16:	1435.50	351.50	1787.00	40.60	35.36	8.66	62.50	29	20	61.62	1	0	3	22	5	20	0	30 5:45	29 7:05
Thu 17:	1596.00	169.00	1765.00	47.01	33.95	3.59	30.00	31	21	56.94	2	0	4	26	6	24	0	34 6:06	34 7:10
Fri 18:	2498.50	362.00	2860.50	74.49	33.54	4.86	106.50	49	21	58.38	1	0	11	33	7	37	0	49 6:01	48 7:06
Sat 19:	2366.50	265.00	2631.50	69.67	33.97	3.80	165.50	46	30	57.21	1	0	8	38	17	29	0	50 5:54	48 6:25
Sun 20:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mon 21:	946.25	170.00	1266.25	34.23	27.64	4.97	141.75	20	10	63.31	2	0	6	12	4	13	0	21 7:29	17 7:36
Tue 22:	1463.25	194.00	1657.25	45.77	31.97	4.24	41.75	31	16	53.46	2	0	6	22	8	19	1	32 5:52	31 6:51
Wed 23:	1746.25	357.00	2103.25	42.70	40.90	8.36	53.75	32	18	65.73	0	0	7	23	5	25	0	33 5:44	33 7:42
Thu 24:	2572.50	253.50	2956.00	62.02	41.48	4.09	102.50	37	25	79.89	1	1	2	34	5	30	1	38 6:50	36 7:35
Fri 25:	2724.00	328.00	3052.00	73.49	37.07	4.46	55.00	48	31	63.58	2	0	7	38	10	34	1	51 5:35	51 8:03
Sat 26:	2838.00	422.00	3260.00	73.31	38.71	5.76	55.00	55	38	59.27	3	0	4	49	16	37	0	58 6:09	58 6:29
Sun 27:	1092.75	54.00	1146.75	29.50	37.04	1.83	36.25	16	14	71.67	0	0	1	15	4	12	0	18 4:28	17 5:35
Mon 28:	815.00	218.50	1033.50	28.81	28.29	7.58	21.00	16	9	64.59	1	0	2	13	3	12	0	17 6:34	16 7:15
Tue 29:	2277.00	119.50	2396.50	54.54	41.75	2.19	30.00	30	21	79.88	3	0	0	28	3	25	0	30 6:22	30 6:55
Wed 30:	1800.00	175.50	1975.50	49.13	36.64	3.57	30.00	28	20	70.55	8	0	5	21	8	17	1	34 8:30	34 8:32
Total:	**52516.75**	**9271.7**	**62068.45**	**1461.69**	**35.93**	**6.34**	**1566.05**	**967**	**606**	**64.19**	**59**	**7**	**117**	**774**	**191**	**692**	**7**	-	-

A month of data is presented as a snapshot in this report, and it tracks everything from net production per hour, amount of customers broken down by gender, new and recurring customers, and several other metrics displayed in daily increments.

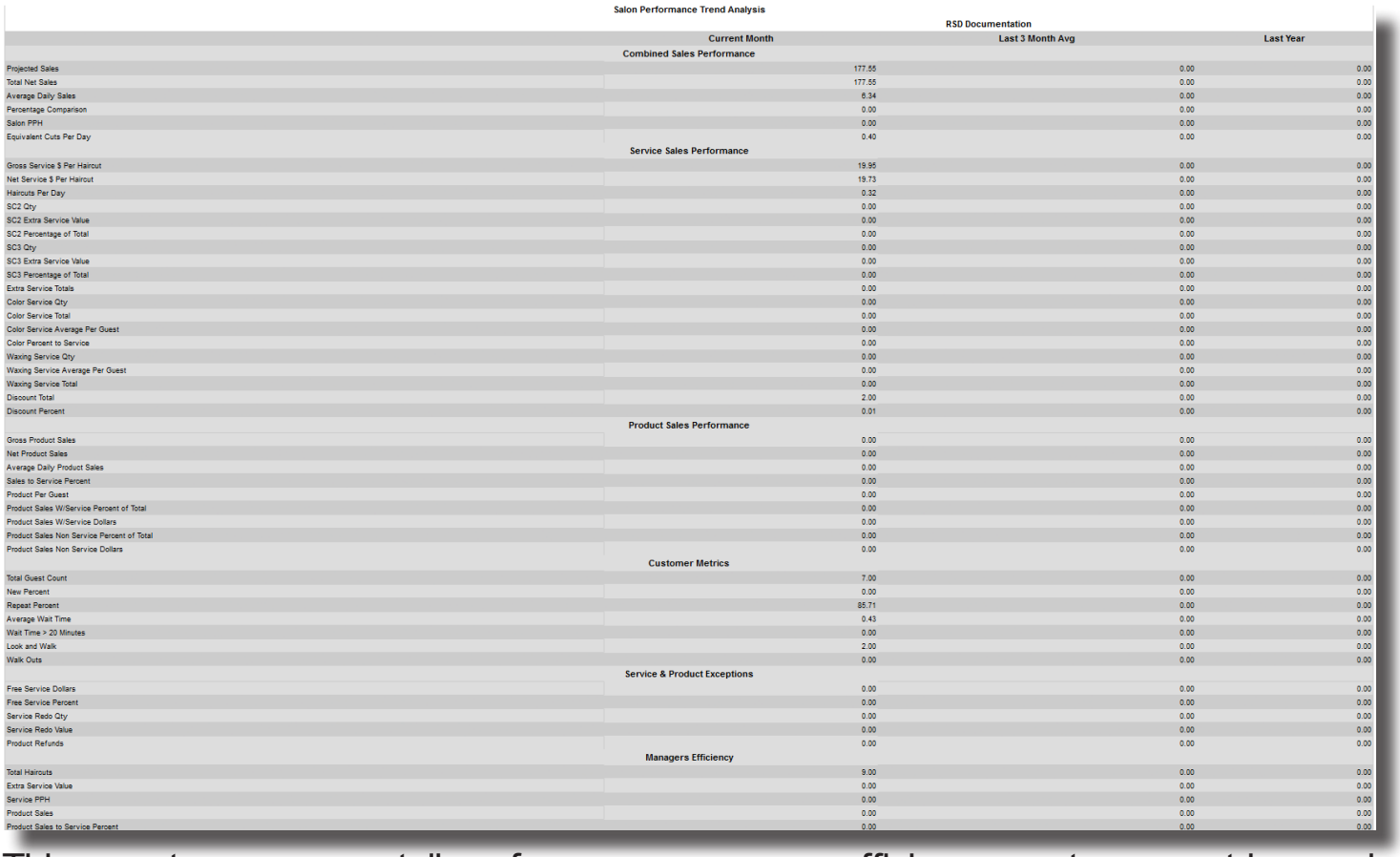
Monthly Trend

Monthly Trend
April 2014 - May 2014

	April 2014		May 2014		Total	
Total Net $		$12703.24		$2738.44		$15441.68
Product Net $		$449.77		$61.46		$511.23
Gross Payroll $		$0.00		$0.00		$0.00
Bounce-Back Discount #		0		0		0
Total Discount $ (-Bounce Back)		$660.92		$62.76		$723.68
Men	549	$8228.11	104	$1560.98	653	$9789.09
Women	249	$3947.40	59	$1042.50	308	$4989.90
Children	28	$426.00	6	$99.75	34	$525.75
Unknown	5	$101.73	2	$35.21	7	$136.94
Total Client	831	$12703.24	171	$2738.44	1002	$15441.68
Total New	170	$2635.44	29	$448.50	199	$3083.94
Net Per Ticket		$15.29		$16.01		$15.41
Perms	0	$0.00	0	$0.00	0	$0.00
Color	1	$32.00	1	$50.00	2	$82.00
Treatment	0	$0.00	0	$0.00	0	$0.00
Wax	12	$96.00	3	$24.00	15	$120.00
Cuts (Men)	508	$7293.97	96	$1414.98	604	$8708.95
Cuts (Women)	215	$3176.50	54	$809.00	269	$3985.50
Cuts (Children)	18	$258.00	3	$44.00	21	$302.00
Other	120	$1397.00	30	$335.00	150	$1732.00
Total	874	$12253.47	187	$2676.98	1061	$14930.45
Product Per Guest		$0.54		$0.36		$0.51

A report that features the performance of two months side-by-side in the same display, and compares their revenue generation on several different metrics.

Performance Trend Analysis



Salon Performance Trend Analysis

RSD Documentation

	Current Month	Last 3 Month Avg	Last Year
Combined Sales Performance			
Projected Sales	177.55	0.00	0.00
Total Net Sales	177.55	0.00	0.00
Average Daily Sales	6.34	0.00	0.00
Percentage Comparison	0.00	0.00	0.00
Salon PPH	0.00	0.00	0.00
Equivalent Cuts Per Day	0.40	0.00	0.00
Service Sales Performance			
Gross Service $ Per Haircut	19.95	0.00	0.00
Net Service $ Per Haircut	19.73	0.00	0.00
Haircuts Per Day	0.32	0.00	0.00
SC2 Qty	0.00	0.00	0.00
SC2 Extra Service Value	0.00	0.00	0.00
SC2 Percentage of Total	0.00	0.00	0.00
SC3 Qty	0.00	0.00	0.00
SC3 Extra Service Value	0.00	0.00	0.00
SC3 Percentage of Total	0.00	0.00	0.00
Extra Service Totals	0.00	0.00	0.00
Color Service Qty	0.00	0.00	0.00
Color Service Total	0.00	0.00	0.00
Color Service Average Per Guest	0.00	0.00	0.00
Color Percent to Service	0.00	0.00	0.00
Waxing Service Qty	0.00	0.00	0.00
Waxing Service Average Per Guest	0.00	0.00	0.00
Waxing Service Total	0.00	0.00	0.00
Discount Total	2.00	0.00	0.00
Discount Percent	0.01	0.00	0.00
Product Sales Performance			
Gross Product Sales	0.00	0.00	0.00
Net Product Sales	0.00	0.00	0.00
Average Daily Product Sales	0.00	0.00	0.00
Sales to Service Percent	0.00	0.00	0.00
Product Per Guest	0.00	0.00	0.00
Product Sales W/Service Percent of Total	0.00	0.00	0.00
Product Sales W/Service Dollars	0.00	0.00	0.00
Product Sales Non Service Percent of Total	0.00	0.00	0.00
Product Sales Non Service Dollars	0.00	0.00	0.00
Customer Metrics			
Total Guest Count	7.00	0.00	0.00
New Percent	0.00	0.00	0.00
Repeat Percent	85.71	0.00	0.00
Average Wait Time	0.43	0.00	0.00
Wait Time > 20 Minutes	0.00	0.00	0.00
Look and Walk	2.00	0.00	0.00
Walk Outs	0.00	0.00	0.00
Service & Product Exceptions			
Free Service Dollars	0.00	0.00	0.00
Free Service Percent	0.00	0.00	0.00
Service Redo Qty	0.00	0.00	0.00
Service Redo Value	0.00	0.00	0.00
Product Refunds	0.00	0.00	0.00
Managers Efficiency			
Total Haircuts	9.00	0.00	0.00
Extra Service Value	0.00	0.00	0.00
Service PPH	0.00	0.00	0.00
Product Sales	0.00	0.00	0.00
Product Sales to Service Percent	0.00	0.00	0.00

This report compares retail performance, manager efficiency, customer metrics, and individual service sales. It then displays them in a current, three-month trend, in the prior year for comparative analysis.

Performance Trend Analysis

Salon Performance Trend Analysis

RSD Documentation

	Current Month	Last 3 Month Avg	Last Year
Combined Sales Performance			
Projected Sales	177.55	0.00	0.00
Total Net Sales	177.55	0.00	0.00
Average Daily Sales	6.34	0.00	0.00
Percentage Comparison	0.00	0.00	0.00
Salon PPH	0.00	0.00	0.00
Equivalent Cuts Per Day	0.40	0.00	0.00
Service Sales Performance			
Gross Service $ Per Haircut	19.95	0.00	0.00
Net Service $ Per Haircut	19.73	0.00	0.00
Haircuts Per Day	0.32	0.00	0.00
SC2 Qty	0.00	0.00	0.00
SC2 Extra Service Value	0.00	0.00	0.00
SC2 Percentage of Total	0.00	0.00	0.00
SC3 Qty	0.00	0.00	0.00
SC3 Extra Service Value	0.00	0.00	0.00
SC3 Percentage of Total	0.00	0.00	0.00
Extra Service Totals	0.00	0.00	0.00
Color Service Qty	0.00	0.00	0.00
Color Service Total	0.00	0.00	0.00
Color Service Average Per Guest	0.00	0.00	0.00
Color Percent to Service	0.00	0.00	0.00
Waxing Service Qty	0.00	0.00	0.00
Waxing Service Average Per Guest	0.00	0.00	0.00
Waxing Service Total	0.00	0.00	0.00
Discount Total	2.00	0.00	0.00
Discount Percent	0.01	0.00	0.00
Product Sales Performance			
Gross Product Sales	0.00	0.00	0.00
Net Product Sales	0.00	0.00	0.00
Average Daily Product Sales	0.00	0.00	0.00
Sales to Service Percent	0.00	0.00	0.00
Product Per Guest	0.00	0.00	0.00
Product Sales W/Service Percent of Total	0.00	0.00	0.00
Product Sales W/Service Dollars	0.00	0.00	0.00
Product Sales Non Service Percent of Total	0.00	0.00	0.00
Product Sales Non Service Dollars	0.00	0.00	0.00
Customer Metrics			
Total Guest Count	7.00	0.00	0.00
New Percent	0.00	0.00	0.00
Repeat Percent	85.71	0.00	0.00
Average Wait Time	0.43	0.00	0.00
Wait Time > 20 Minutes	0.00	0.00	0.00
Look and Walk	2.00	0.00	0.00
Walk Outs	0.00	0.00	0.00
Service & Product Exceptions			
Free Service Dollars	0.00	0.00	0.00
Free Service Percent	0.00	0.00	0.00
Service Redo Qty	0.00	0.00	0.00
Service Redo Value	0.00	0.00	0.00
Product Refunds	0.00	0.00	0.00
Managers Efficiency			
Total Haircuts	9.00	0.00	0.00
Extra Service Value	0.00	0.00	0.00
Service PPH	0.00	0.00	0.00
Product Sales	0.00	0.00	0.00
Product Sales to Service Percent	0.00	0.00	0.00

This report compares retail performance, manager efficiency, customer metrics, and individual service sales. It then displays them in current, three-month trend, in the prior year for comparative analysis.

Production

Production Report for AB
May 4, 2014 - May 4, 2014

ALBAR

Item	Count	Gross	Discount	Refund	Commission	Net	% Net	% Gross
Adult CUT	5	94.75	4.00	0.00	92.75	90.75	100.00	100.00
Service Totals	5	94.75	4.00	0.00	92.75	90.75	100.00	100.00

Total Prod. Hrs: 4.50	Total Haircuts: 5	Gross Srvs/Hour: 21.06	Net /Ticket: 18.15
Total Other Hrs: 0.00	Haircuts/Hour: 1.11	Net Srvs/Hour: 20.17	Gross /Ticket: 18.95
Total Hrs: 4.50	Avg. Cut Time: 14.17 mins.	Gross Prds/Hour: 0.00	Net /Cut: $18.15
Male Cust: 100% (5/5)	Avg. Between Cuts: 24.85 mins.	Net Prds/Hour: 0.00	Gross /Cut: 18.95
Female Cust: 0% (/5)	Cuts < 5 mins: 0	Cuts > 20 mins: 0	PPG:0.00/ PPC:0.00
Tips: $0.00	# Srvs Tickets: 5		Net Prds on Srvs Tickets: $0.00
Net Amnt Srvs Tickets: $90.75	Avg Srvs Ticket Amt: $18.15		Net Prds on Srvs Tickets/Net Srvs: 0.00%

MEEKER

Item	Count	Gross	Discount	Refund	Commission	Net	% Net	% Gross
Adult CUT	10	189.50	2.00	0.00	188.50	187.50	79.25	79.19
Curling Iron Set (short)	1	13.95	0.50	0.00	13.70	13.45	5.68	5.83
Kids CUT	1	13.95	0.00	0.00	13.95	13.95	5.90	5.83
REQUEST	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Shampoo	1	3.95	0.20	0.00	3.85	3.75	1.58	1.65
Service Totals	14	221.35	2.70	0.00	220.00	218.65	92.41	92.50
Product Totals	1	17.95	0.00	0.00	17.95	17.95	7.59	7.50

Total Prod. Hrs: 5.50	Total Haircuts: 11	Gross Srvs/Hour: 40.25	Net /Ticket: 21.51
Total Other Hrs: 0.00	Haircuts/Hour: 2.00	Net Srvs/Hour: 39.75	Gross /Ticket: 21.75
Total Hrs: 5.50	Avg. Cut Time: 9.46 mins.	Gross Prds/Hour: 3.26	Net /Cut: $21.51
Male Cust: 90.91% (10/11)	Avg. Between Cuts: 30.51 mins.	Net Prds/Hour: 3.26	Gross /Cut: 21.75
Female Cust: 9.09% (1/11)	Cuts < 5 mins: 0	Cuts > 20 mins: 1	PPG:1.63/ PPC:1.63
Tips: $0.00	# Srvs Tickets: 11		Net Prds on Srvs Tickets: $17.95
Net Amnt Srvs Tickets: $236.60	Avg Srvs Ticket Amt: $21.51		Net Prds on Srvs Tickets/Net Srvs: 8.21%

Store Totals

Item	Count	Gross	Discount	Refund	Commission	Net	% Net	% Gross
Adult CUT	15	284.25	6.00	0.00	281.25	278.25	85.00	85.09
Curling Iron Set (short)	1	13.95	0.50	0.00	13.70	13.45	4.11	4.18
Kids CUT	1	13.95	0.00	0.00	13.95	13.95	4.26	4.18
REQUEST	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Shampoo	1	3.95	0.20	0.00	3.85	3.75	1.15	1.18
Service Totals	19	316.10	6.70	0.00	312.75	309.40	94.52	94.63
Product Totals	1	17.95	0.00	0.00	17.95	17.95	5.48	5.37

Total Prod. Hrs: 10.00	Total Haircuts: 16	Gross Srvs/Hour: 31.61	Net /Ticket: 20.46
Total Other Hrs: 0.00	Haircuts/Hour: 1.60	Net Srvs/Hour: 30.94	Gross /Ticket: 20.88
Total Hrs: 10.00	Avg. Cut Time: 10.93 mins.	Gross Prds/Hour: 1.80	Net /Cut: $20.46
Male Cust: 93.75% (15/16)	Avg. Between Cuts: 23.85 mins.	Net Prds/Hour: 1.80	Gross /Cut: 20.88
Female Cust: 6.25% (1/16)	Cuts < 5 mins: 0	Cuts > 20 mins: 1	PPG:1.12/PPC:1.12
Tips: $0.00	# Srvs Tickets: 16		Net Prds on Srvs Tickets: $17.95
Net Amnt Srvs Tickets: $327.35	Avg Srvs Ticket Amt: $20.46		Net Prds on Srvs Tickets/Net Srvs: 5.80%

The primary purpose of the Production Report is to provide a detailed overview of individual employee sales and performance for the requested date range. The Production Report displays a list of the services performed by each individual employee, the Net and Gross worth of the services performed, as well as the commission generated by the employee as well.

Aside from offering a detailed look at their servicing performance, the Production Report also offers product sale counts as well as gift certificate/card sale counts. Located below the actual employee sales is a listing of their production, other, and total hours. This is further augmented by other servicing statistics such as individual Male and Female customer count, total haircuts, PPH, PPG, Average Service Time, and etc.

After every employee has been displayed individually, the production report generated statistics for the entire location in the form of Store Totals. The servicing statistics at the bottom are an average of all of the employee statistics that were shown before.

Production Overview

Production Overview Report

May 1, 2014 - May 1, 2014

Employee						
Services:	Count	Gross	Discount	Refund	Net $	Net %
Products:	Count	Gross	Discount	Refund	Net $	Net %
Stats:	Prod. Time	Other Time	Total Time		Male %	Female %
Cut Stats:	Haircuts	Avg. Cut Time	Avg. Between Cuts		Cuts < 5(m)	Cuts > 20(m)
KESLER						
Services:	13	$186.65($33.94)	$6.50	$0.00	$180.15($32.75)	100%
Products:	0	$0.00($0)	$0.00	$0.00	$0.00($0)	0%
Stats:	5.5(h)	0(h)	5.5(h)		29%	71%
Cut Stats:	6(1.09)	20.06(m)	19.57(m)		0(m)	3(m)
NEVILLE						
Services:	26	$251.30($33.51)	$8.00	$0.00	$243.30($32.44)	100%
Products:	0	$0.00($0)	$0.00	$0.00	$0.00($0)	0%
Stats:	7.5(h)	0(h)	7.5(h)		54%	46%
Cut Stats:	13(1.73)	17.61(m)	16.08(m)		1(m)	4(m)
simkins						
Services:	11	$114.65($19.11)	$2.90	$0.00	$111.75($18.63)	100%
Products:	0	$0.00($0)	$0.00	$0.00	$0.00($0)	0%
Stats:	6(h)	0(h)	6(h)		71%	29%
Cut Stats:	7(1.17)	27.05(m)	15.59(m)		0(m)	5(m)
House Sales						
Services:	0	$0.00($0)	$0.00	$0.00	$0.00($0)	0%
Products:	0	$0.00($0)	$0.00	$0.00	$0.00($0)	0%
Stats:	0(h)	0(h)	0(h)		0%	0%
Cut Stats:	0(0)	0(m)	0(m)		0(m)	0(m)
Store Totals						
Services:	50	$552.60($29.08)	$17.40	$0.00	$535.20($28.17)	0%
Products:	0	$0.00($0)	$0.00	$0.00	$0.00($0)	0%
Stats:	19(h)	0(h)	19(h)		52%	48%
Cut Stats:	26(1.37)	0(m)	0(m)		1(m)	12(m)

Production Overview: This report tracks gross, net, discount and refund usage, and customer count for each stylist and can be generated for single days or expansive date ranges.

Refunds

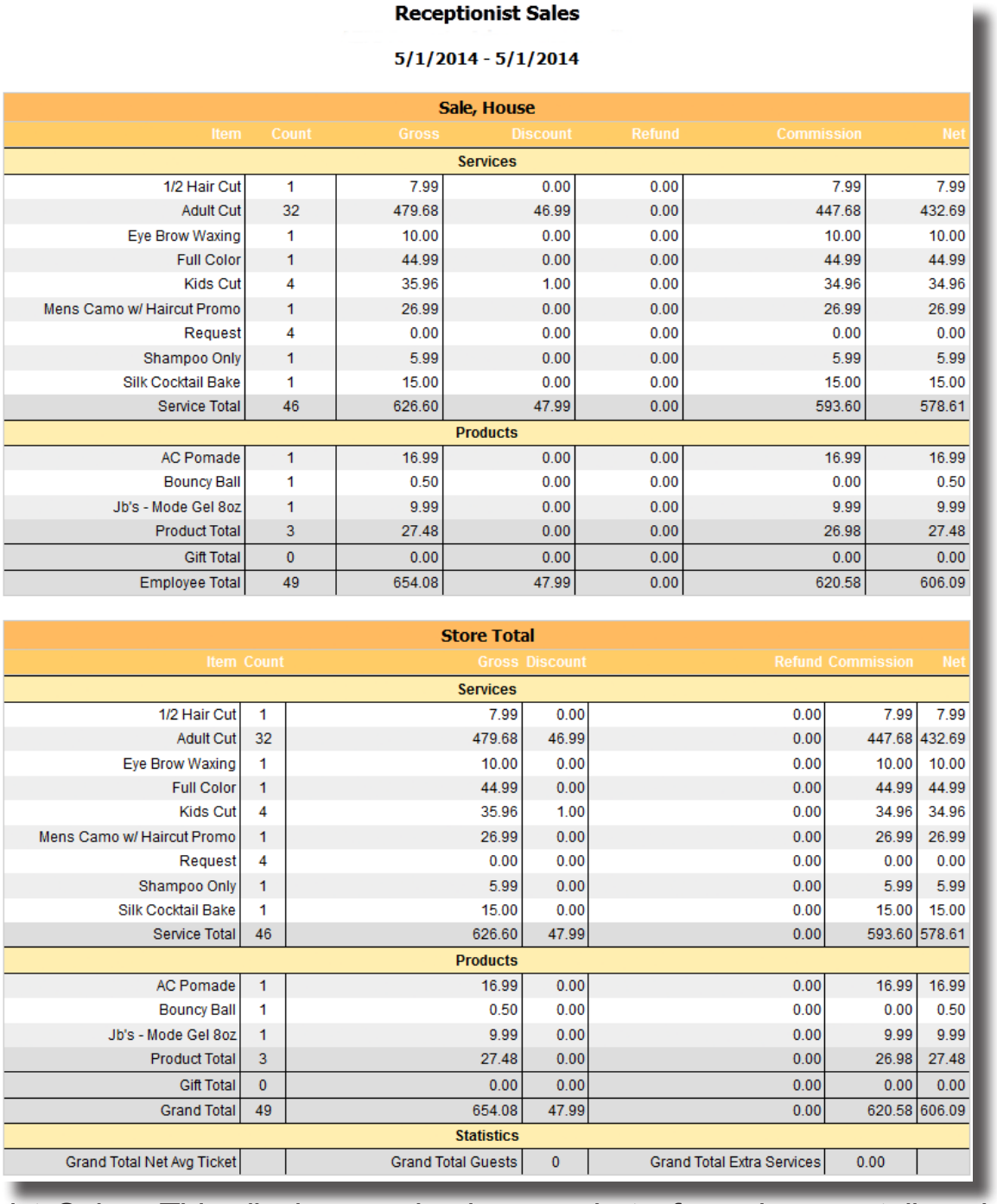
Refunds Report

04/01/2014-04/30/2014

Date	Ticket #	Product Type	Description	Employee	Gross Ticket $	Refund $	Refunded Tax
04/24/2014	2	product	It's a 10 miracle leave in product 4 oz	Tanguay, Colby	$-17.50	$-17.50	$-0.00
04/23/2014	1	product	Misc Product	House Sale	$-36.00	$-36.00	$-0.00
04/11/2014	8	product	Misc Product	House Sale	$-38.00	$-38.00	$-0.00
04/08/2014	5	product	Sulfate Free Shampoo 32oz.	Meehan, Margie	$25.26	$-40.64	$-0.00
Total:					$-66.24	$-132.14	$-0.00

This report tracks and displays all refunds based on either a month or given date range, and further breaks down by employee and ticket amount.

Receptionist Sales



Receptionist Sales

5/1/2014 - 5/1/2014

Sale, House

Item	Count	Gross	Discount	Refund	Commission	Net
Services						
1/2 Hair Cut	1	7.99	0.00	0.00	7.99	7.99
Adult Cut	32	479.68	46.99	0.00	447.68	432.69
Eye Brow Waxing	1	10.00	0.00	0.00	10.00	10.00
Full Color	1	44.99	0.00	0.00	44.99	44.99
Kids Cut	4	35.96	1.00	0.00	34.96	34.96
Mens Camo w/ Haircut Promo	1	26.99	0.00	0.00	26.99	26.99
Request	4	0.00	0.00	0.00	0.00	0.00
Shampoo Only	1	5.99	0.00	0.00	5.99	5.99
Silk Cocktail Bake	1	15.00	0.00	0.00	15.00	15.00
Service Total	46	626.60	47.99	0.00	593.60	578.61
Products						
AC Pomade	1	16.99	0.00	0.00	16.99	16.99
Bouncy Ball	1	0.50	0.00	0.00	0.00	0.50
Jb's - Mode Gel 8oz	1	9.99	0.00	0.00	9.99	9.99
Product Total	3	27.48	0.00	0.00	26.98	27.48
Gift Total	0	0.00	0.00	0.00	0.00	0.00
Employee Total	49	654.08	47.99	0.00	620.58	606.09

Store Total

Item	Count	Gross	Discount	Refund	Commission	Net
Services						
1/2 Hair Cut	1	7.99	0.00	0.00	7.99	7.99
Adult Cut	32	479.68	46.99	0.00	447.68	432.69
Eye Brow Waxing	1	10.00	0.00	0.00	10.00	10.00
Full Color	1	44.99	0.00	0.00	44.99	44.99
Kids Cut	4	35.96	1.00	0.00	34.96	34.96
Mens Camo w/ Haircut Promo	1	26.99	0.00	0.00	26.99	26.99
Request	4	0.00	0.00	0.00	0.00	0.00
Shampoo Only	1	5.99	0.00	0.00	5.99	5.99
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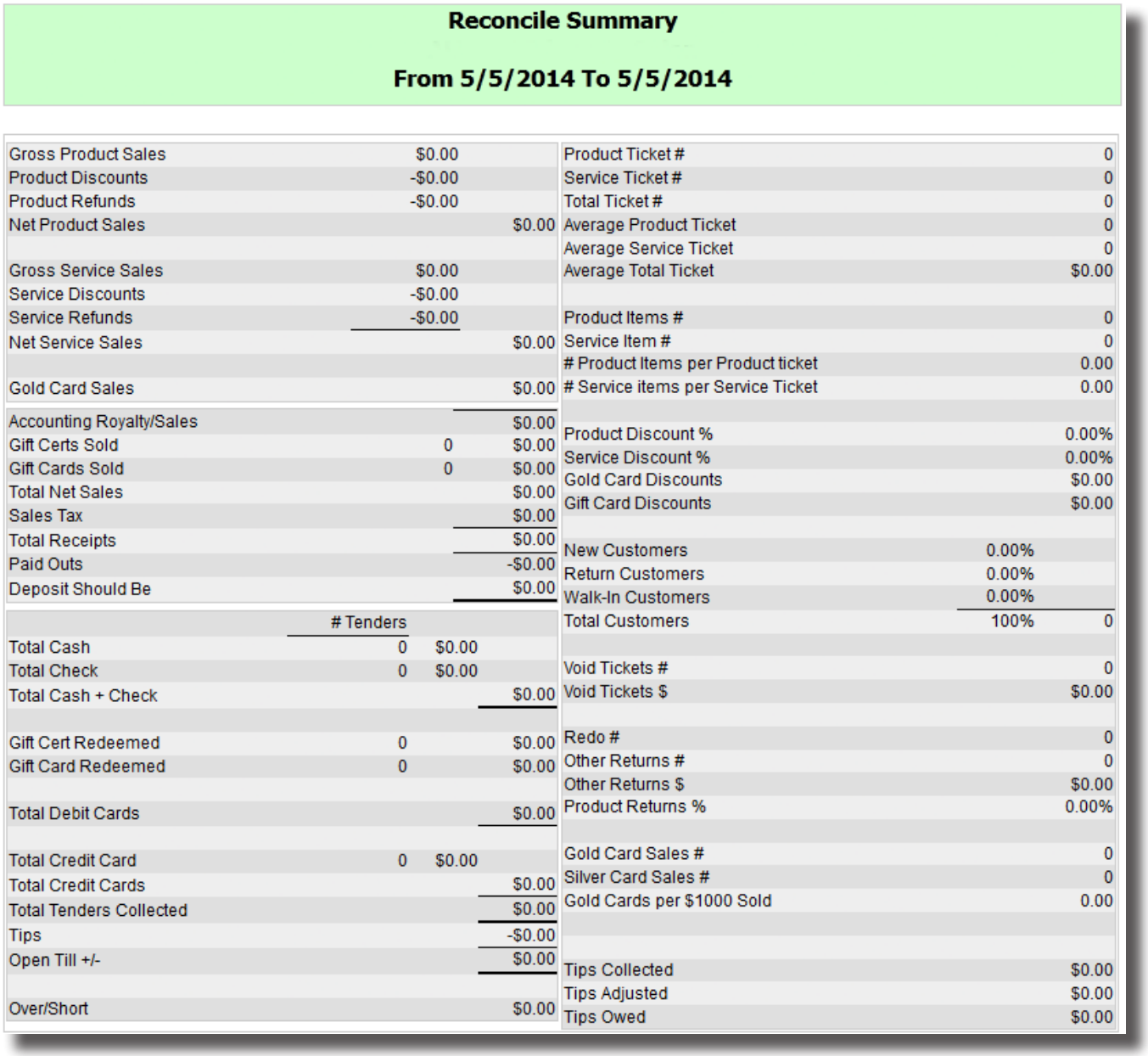
Products						
AC Pomade	1	16.99	0.00	0.00	16.99	16.99
Bouncy Ball	1	0.50	0.00	0.00	0.00	0.50
Jb's - Mode Gel 8oz	1	9.99	0.00	0.00	9.99	9.99
Product Total	3	27.48	0.00	0.00	26.98	27.48
Gift Total	0	0.00	0.00	0.00	0.00	0.00
Grand Total	49	654.08	47.99	0.00	620.58	606.09
Statistics						
Grand Total Net Avg Ticket		Grand Total Guests	0	Grand Total Extra Services	0.00	

Receptionist Sales: This displays a simple snapshot of employee retail and service performance based on a date range.

Reconcile Summary



Reconcile Summary

From 5/5/2014 To 5/5/2014

Gross Product Sales	$0.00	
Product Discounts	-$0.00	
Product Refunds	-$0.00	
Net Product Sales		$0.00
Gross Service Sales	$0.00	
Service Discounts	-$0.00	
Service Refunds	-$0.00	
Net Service Sales		$0.00
Gold Card Sales		$0.00

Accounting Royalty/Sales		$0.00
Gift Certs Sold	0	$0.00
Gift Cards Sold	0	$0.00
Total Net Sales		$0.00
Sales Tax		$0.00
Total Receipts		$0.00
Paid Outs		-$0.00
Deposit Should Be		$0.00

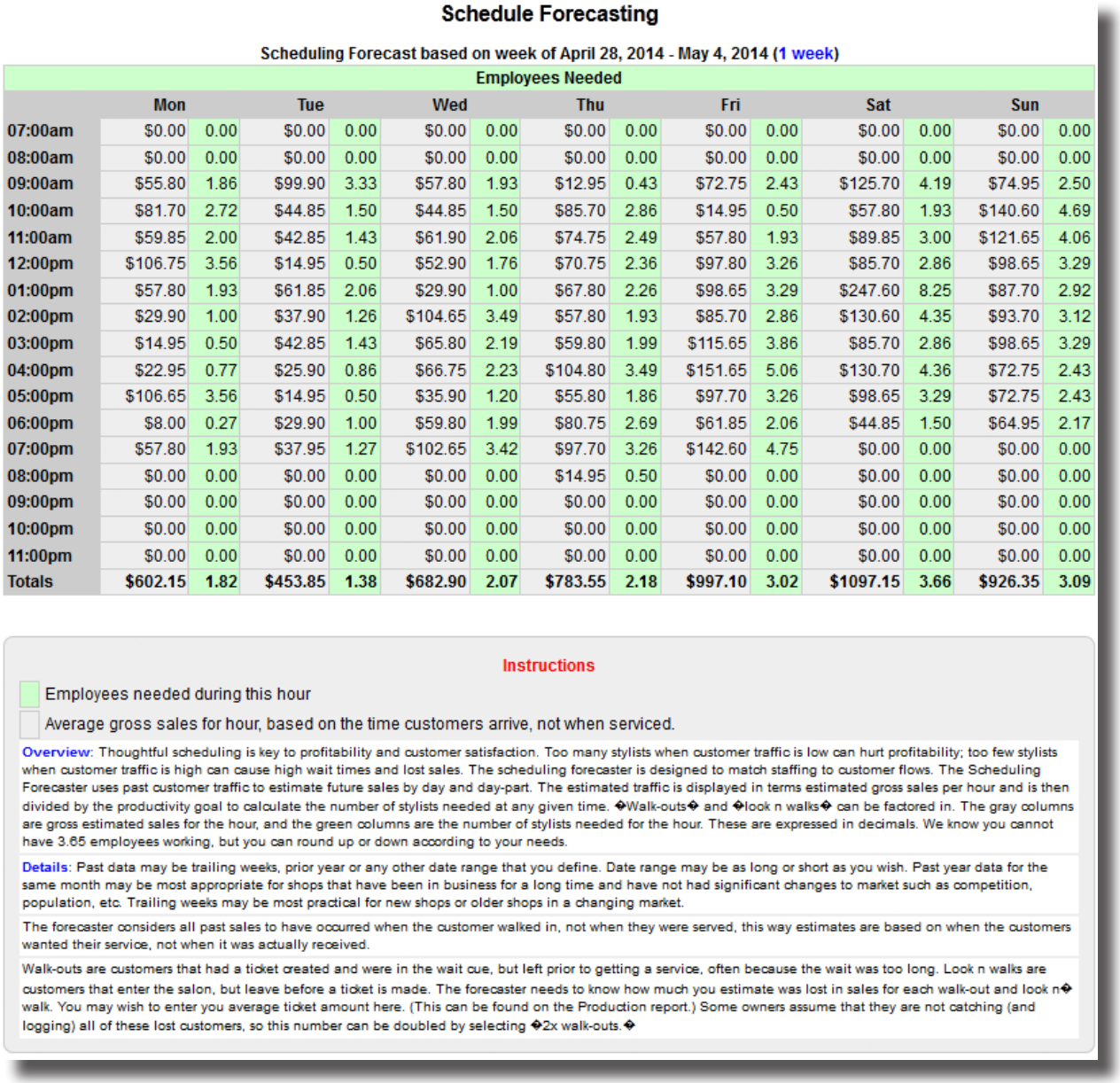
	# Tenders		
Total Cash	0	$0.00	
Total Check	0	$0.00	
Total Cash + Check			$0.00
Gift Cert Redeemed	0		$0.00
Gift Card Redeemed	0		$0.00
Total Debit Cards			$0.00
Total Credit Card	0	$0.00	
Total Credit Cards			$0.00
Total Tenders Collected			$0.00
Tips			-$0.00
Open Till +/-			$0.00
Over/Short			$0.00

Product Ticket #		0
Service Ticket #		0
Total Ticket #		0
Average Product Ticket		0
Average Service Ticket		0
Average Total Ticket		$0.00
Product Items #		0
Service Item #		0
# Product Items per Product ticket		0.00
# Service items per Service Ticket		0.00
Product Discount %		0.00%
Service Discount %		0.00%
Gold Card Discounts		$0.00
Gift Card Discounts		$0.00
New Customers	0.00%	
Return Customers	0.00%	
Walk-In Customers	0.00%	
Total Customers	100%	0
Void Tickets #		0
Void Tickets $		$0.00
Redo #		0
Other Returns #		0
Other Returns $		$0.00
Product Returns %		0.00%
Gold Card Sales #		0
Silver Card Sales #		0
Gold Cards per $1000 Sold		0.00
Tips Collected		$0.00
Tips Adjusted		$0.00
Tips Owed		$0.00

Setting a start and end date (which can also be a single day) will generate this simple snapshot formatted report which displays several metrics based on net and gross revenue as well as other pertinent financial data.

This is another one of our popular reports, and an excellent example of report overlap. Functionally, the Reconcile Report is the same as the Salon Dashboard report as far as the core information presented is concerned. The primary difference between the two reports is how the information is displayed and the lack of any extra employee, customer, service, or discount details.

Schedule Forecasting



Schedule Forecasting

Scheduling Forecast based on week of April 28, 2014 - May 4, 2014 (1 week)

	Employees Needed													
	Mon		Tue		Wed		Thu		Fri		Sat		Sun	
07:00am	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00
08:00am	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00
09:00am	$55.80	1.86	$99.90	3.33	$57.80	1.93	$12.95	0.43	$72.75	2.43	$125.70	4.19	$74.95	2.50
10:00am	$81.70	2.72	$44.85	1.50	$44.85	1.50	$85.70	2.86	$14.95	0.50	$57.80	1.93	$140.60	4.69
11:00am	$59.85	2.00	$42.85	1.43	$61.90	2.06	$74.75	2.49	$57.80	1.93	$89.85	3.00	$121.65	4.06
12:00pm	$106.75	3.56	$14.95	0.50	$52.90	1.76	$70.75	2.36	$97.80	3.26	$85.70	2.86	$98.65	3.29
01:00pm	$57.80	1.93	$61.85	2.06	$29.90	1.00	$67.80	2.26	$98.65	3.29	$247.60	8.25	$87.70	2.92
02:00pm	$29.90	1.00	$37.90	1.26	$104.65	3.49	$57.80	1.93	$85.70	2.86	$130.60	4.35	$93.70	3.12
03:00pm	$14.95	0.50	$42.85	1.43	$65.80	2.19	$59.80	1.99	$115.65	3.86	$85.70	2.86	$98.65	3.29
04:00pm	$22.95	0.77	$25.90	0.86	$66.75	2.23	$104.80	3.49	$151.65	5.06	$130.70	4.36	$72.75	2.43
05:00pm	$106.65	3.56	$14.95	0.50	$35.90	1.20	$55.80	1.86	$97.70	3.26	$98.65	3.29	$72.75	2.43
06:00pm	$8.00	0.27	$29.90	1.00	$59.80	1.99	$80.75	2.69	$61.85	2.06	$44.85	1.50	$64.95	2.17
07:00pm	$57.80	1.93	$37.95	1.27	$102.65	3.42	$97.70	3.26	$142.60	4.75	$0.00	0.00	$0.00	0.00
08:00pm	$0.00	0.00	$0.00	0.00	$0.00	0.00	$14.95	0.50	$0.00	0.00	$0.00	0.00	$0.00	0.00
09:00pm	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00
10:00pm	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00
11:00pm	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00	$0.00	0.00
Totals	$602.15	1.82	$453.85	1.38	$682.90	2.07	$783.55	2.18	$997.10	3.02	$1097.15	3.66	$926.35	3.09

Instructions

Employees needed during this hour

Average gross sales for hour, based on the time customers arrive, not when serviced.

Overview: Thoughtful scheduling is key to profitability and customer satisfaction. Too many stylists when customer traffic is low can hurt profitability; too few stylists when customer traffic is high can cause high wait times and lost sales. The scheduling forecaster is designed to match staffing to customer flows. The Scheduling Forecaster uses past customer traffic to estimate future sales by day and day-part. The estimated traffic is displayed in terms estimated gross sales per hour and is then divided by the productivity goal to calculate the number of stylists needed at any given time. Walk-outs and look n walks can be factored in. The gray columns are gross estimated sales for the hour, and the green columns are the number of stylists needed for the hour. These are expressed in decimals. We know you cannot have 3.65 employees working, but you can round up or down according to your needs.

Details: Past data may be trailing weeks, prior year or any other date range that you define. Date range may be as long or short as you wish. Past year data for the same month may be most appropriate for shops that have been in business for a long time and have not had significant changes to market such as competition, population, etc. Trailing weeks may be most practical for new shops or older shops in a changing market.

The forecaster considers all past sales to have occurred when the customer walked in, not when they were served, this way estimates are based on when the customers wanted their service, not when it was actually received.

Walk-outs are customers that had a ticket created and were in the wait cue, but left prior to getting a service, often because the wait was too long. Look n walks are customers that enter the salon, but leave before a ticket is made. The forecaster needs to know how much you estimate was lost in sales for each walk-out and look n walk. You may wish to enter you average ticket amount here. (This can be found on the Production report.) Some owners assume that they are not catching (and logging) all of these lost customers, so this number can be doubled by selecting 2x walk-outs.

The scheduling forecaster is designed to match staffing to customer flows. The estimated traffic is displayed in terms of estimated gross sales per hour and is then divided by the productivity goal to calculate the number of employees needed at any given time. Walk-outs and Look n' Walks can also be factored in.

The lightly shaded columns are gross estimated sales for the hour. This column is the average net sales generated from tickets started during that hour over the date range run. The darker shaded columns are the number of employees needed for the hour. It is calculated by dividing the number from the first column by the Assume Production rate entered prior to running the report. These are expressed in decimals. We know you cannot have 3.65 employees working, but you can round up or down according to your needs.

When running the report, the date range may be as long or as short as needed, although it is recommended you run one for a similar period of time to what you are considering scheduling for. An example of this would be looking at last year's holiday data when planning for the current year.

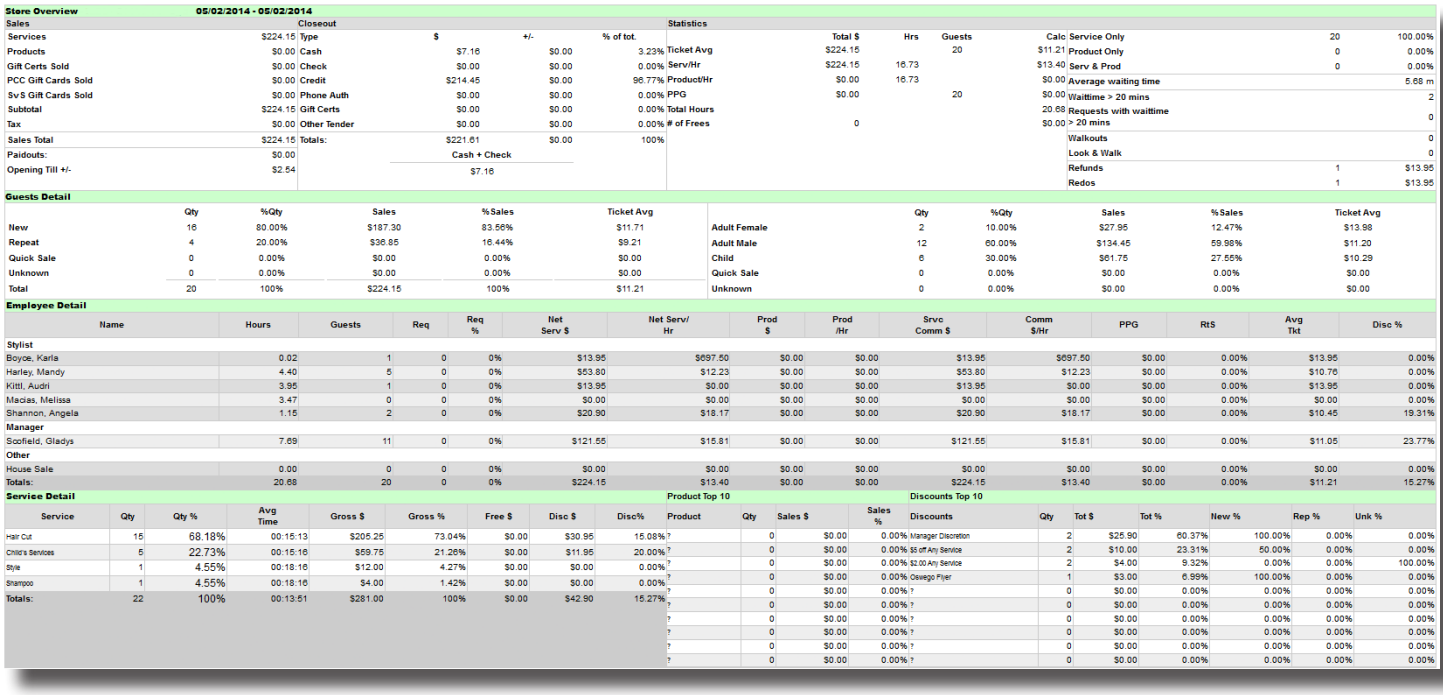
The Forecaster considers all past sales that occurred when the customer walked in, not when they were serviced. This allows the estimates to be based off of when the customer actually wanted to receive their service, not when it was actually received.

For the purposes of this report, walk-outs are considered tickets that were placed in waiting and then subsequently voided. Look N' Walks are customers who entered the salon but left before a ticket could be created. The walk value is the assumed loss the location is taking with each lost customer.

The last variable is the Assume production rate. Enter what you assume to be a reasonable rate of production for your employees. The closer this number is to what your employees actually perform at, the better the results will be on the report.

If you are unsure as to what number to use, the Net Services an Hour section of Store Totals on the "Production Report", ran for the same date range as the schedule forecaster, provides an accurate view of what employee performance is at on average.

Store Overview



Store Overview 05/02/2014 - 05/02/2014

Sales		Closeout				Statistics						
Services	$224.15	Type	$	+/-	% of tot.		Total $	Hrs	Guests	Calc	Service Only	20	100.00%
Products	$0.00	Cash	$7.16	$0.00	3.23%	Ticket Avg	$224.15		20	$11.21	Product Only	0	0.00%
Gift Certs Sold	$0.00	Check	$0.00	$0.00	0.00%	Serv/Hr	$224.15	16.73		$13.40	Serv & Prod	0	0.00%
PCC Gift Cards Sold	$0.00	Credit	$214.45	$0.00	96.77%	Product/Hr	$0.00	16.73		$0.00	Average waiting time		5.68 m
Svs Gift Cards Sold	$0.00	Phone Auth	$0.00	$0.00	0.00%	PPG	$0.00		20	$0.00	Waittime > 20 mins		2
Subtotal	$224.15	Gift Certs	$0.00	$0.00	0.00%	Total Hours				20.68	Requests with waittime		0
Tax	$0.00	Other Tender	$0.00	$0.00	0.00%	# of Frees	0			$0.00	> 20 mins		
Sales Total	$224.15	Totals:	$221.61	$0.00	100%						Walkouts		0
Paidouts:	$0.00		Cash + Check								Look & Walk		0
Opening Till +/-	$2.54		$7.16								Refunds	1	$13.95
											Redos	1	$13.95

Guests Detail

	Qty	%Qty	Sales	%Sales	Ticket Avg
New	16	80.00%	$187.30	83.56%	$11.71
Repeat	4	20.00%	$36.85	16.44%	$9.21
Quick Sale	0	0.00%	$0.00	0.00%	$0.00
Unknown	0	0.00%	$0.00	0.00%	$0.00
Total	20	100%	$224.15	100%	$11.21

	Qty	%Qty	Sales	%Sales	Ticket Avg
Adult Female	2	10.00%	$27.95	12.47%	$13.98
Adult Male	12	60.00%	$134.45	59.98%	$11.20
Child	6	30.00%	$61.75	27.55%	$10.29
Quick Sale	0	0.00%	$0.00	0.00%	$0.00
Unknown	0	0.00%	$0.00	0.00%	$0.00

Employee Detail

Name	Hours	Guests	Req	Req %	Net Serv $	Net Serv/ Hr	Prod $	Prod /Hr	Srvc Comm $	Comm $/Hr	PPG	RtS	Avg Tkt	Disc %
Stylist														
Boyce, Karla	0.02	1	0	0%	$13.95	$697.50	$0.00	$0.00	$13.95	$697.50	$0.00	0.00%	$13.95	0.00%
Harley, Mandy	4.40	5	0	0%	$53.80	$12.23	$0.00	$0.00	$53.80	$12.23	$0.00	0.00%	$10.76	0.00%
Kittl, Audri	3.95	1	0	0%	$13.95	$0.00	$0.00	$0.00	$13.95	$0.00	$0.00	0.00%	$13.95	0.00%
Macias, Melissa	3.47	0	0	0%	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0.00%	$0.00	0.00%
Shannon, Angela	1.15	2	0	0%	$20.90	$18.17	$0.00	$0.00	$20.90	$18.17	$0.00	0.00%	$10.45	19.31%
Manager														
Scofield, Gladys	7.69	11	0	0%	$121.55	$15.81	$0.00	$0.00	$121.55	$15.81	$0.00	0.00%	$11.05	23.77%
Other														
House Sale	0.00	0	0	0%	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0.00%	$0.00	0.00%
Totals:	20.68	20	0	0%	$224.15	$13.40	$0.00	$0.00	$224.15	$13.40	$0.00	0.00%	$11.21	15.27%

Service Detail

Service	Qty	Qty %	Avg Time	Gross $	Gross %	Free $	Disc $	Disc%
Hair Cut	15	68.18%	00:15:13	$205.25	73.04%	$0.00	$30.95	15.08%
Child's Services	5	22.73%	00:15:16	$59.75	21.26%	$0.00	$11.95	20.00%
Style	1	4.55%	00:18:16	$12.00	4.27%	$0.00	$0.00	0.00%
Shampoo	1	4.55%	00:18:16	$4.00	1.42%	$0.00	$0.00	0.00%
Totals:	22	100%	00:13:51	$281.00	100%	$0.00	$42.90	15.27%

Product Top 10

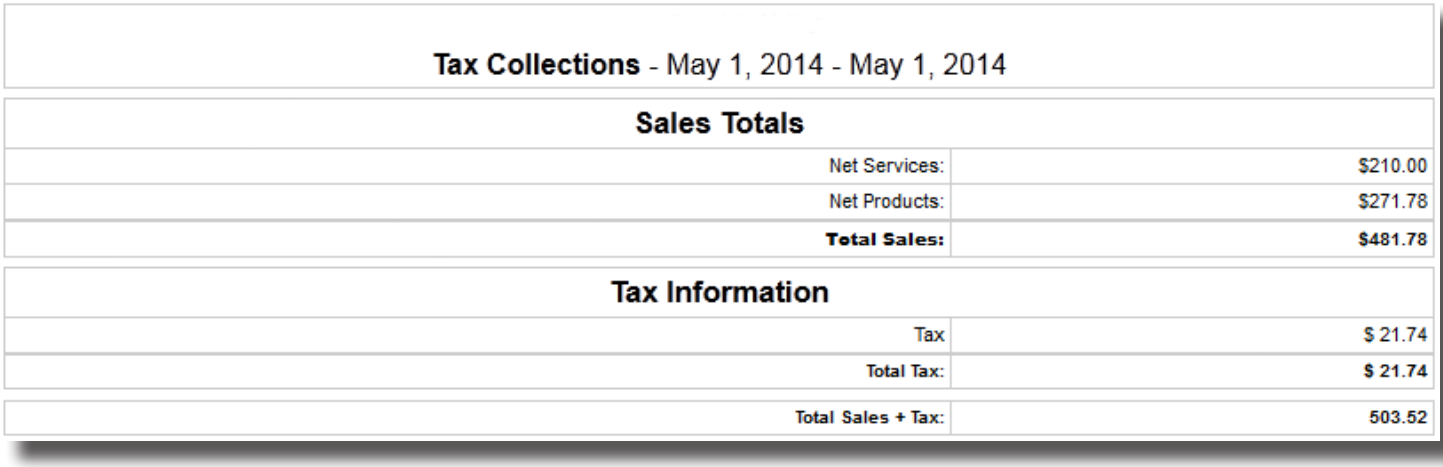
Product	Qty	Sales $	Sales %
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%
?	0	$0.00	0.00%

Discounts Top 10

Discounts	Qty	Tot $	Tot %	New %	Rep %	Unk %
Manager Discretion	2	$25.90	60.37%	100.00%	0.00%	0.00%
$5 off Any Service	2	$10.00	23.31%	50.00%	0.00%	0.00%
$2.00 Any Service	2	$4.00	9.32%	0.00%	0.00%	100.00%
Oswego Flyer	1	$3.00	6.99%	100.00%	0.00%	0.00%
?	0	$0.00	0.00%	0.00%	0.00%	0.00%
?	0	$0.00	0.00%	0.00%	0.00%	0.00%
?	0	$0.00	0.00%	0.00%	0.00%	0.00%
?	0	$0.00	0.00%	0.00%	0.00%	0.00%
?	0	$0.00	0.00%	0.00%	0.00%	0.00%
?	0	$0.00	0.00%	0.00%	0.00%	0.00%

Although not quite as detailed as the salon dashboard, this snapshot formatted report displays several important reporting metrics in a small area, based on a given date range.

Tax Collections



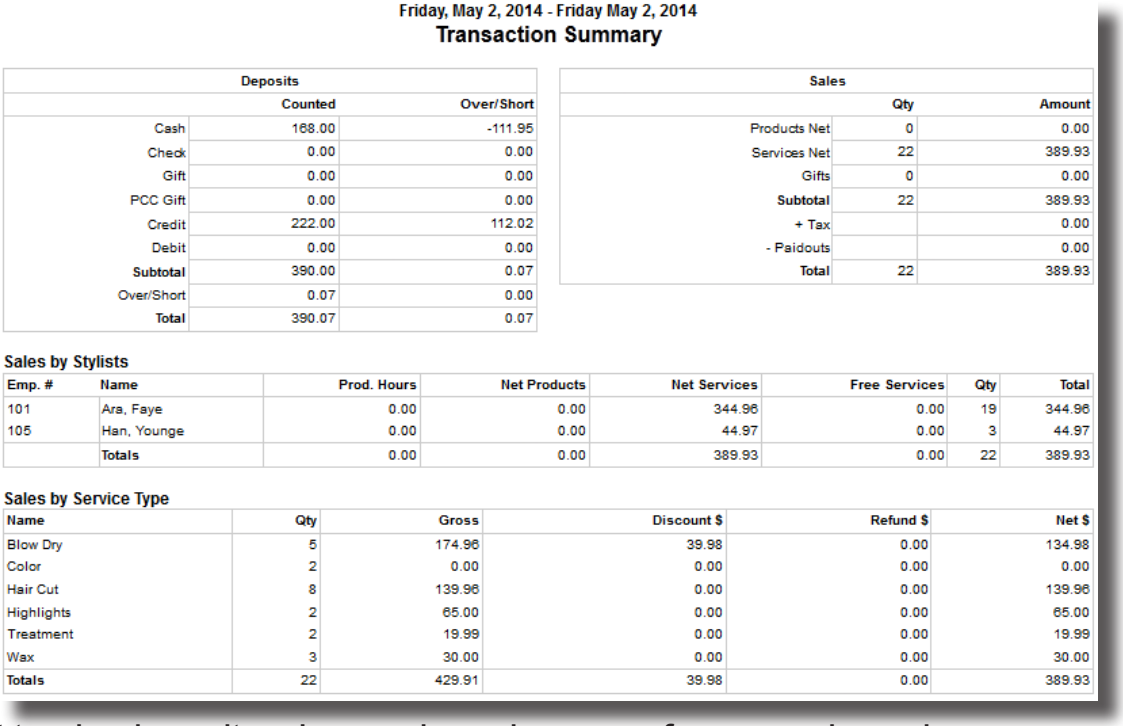
Tax Collections - May 1, 2014 - May 1, 2014

Sales Totals	
Net Services:	$210.00
Net Products:	$271.78
Total Sales:	**$481.78**

Tax Information	
Tax	$ 21.74
Total Tax:	**$ 21.74**
Total Sales + Tax:	**503.52**

This is a simple report that displays tax revenue generated by the salon based on a given date range. Taxes are categorized between either product or service sales.

Transaction Summary



Friday, May 2, 2014 - Friday May 2, 2014

Transaction Summary

Deposits	Counted	Over/Short
Cash	168.00	-111.95
Check	0.00	0.00
Gift	0.00	0.00
PCC Gift	0.00	0.00
Credit	222.00	112.02
Debit	0.00	0.00
Subtotal	390.00	0.07
Over/Short	0.07	0.00
Total	390.07	0.07

Sales	Qty	Amount
Products Net	0	0.00
Services Net	22	389.93
Gifts	0	0.00
Subtotal	22	389.93
+ Tax		0.00
- Paidouts		0.00
Total	22	389.93

Sales by Stylists

Emp. #	Name	Prod. Hours	Net Products	Net Services	Free Services	Qty	Total
101	Ara, Faye	0.00	0.00	344.96	0.00	19	344.96
105	Han, Younge	0.00	0.00	44.97	0.00	3	44.97
	Totals	0.00	0.00	389.93	0.00	22	389.93

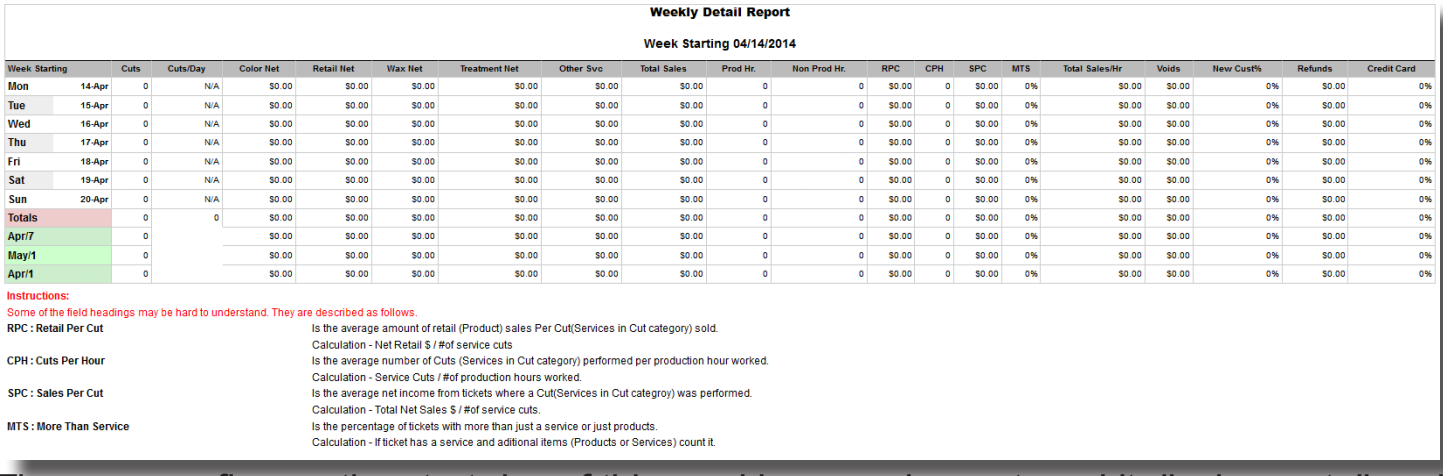
Sales by Service Type

Name	Qty	Gross	Discount $	Refund $	Net $
Blow Dry	5	174.96	39.98	0.00	134.98
Color	2	0.00	0.00	0.00	0.00
Hair Cut	8	139.96	0.00	0.00	139.96
Highlights	2	65.00	0.00	0.00	65.00
Treatment	2	19.99	0.00	0.00	19.99
Wax	3	30.00	0.00	0.00	30.00
Totals	22	429.91	39.98	0.00	389.93

This report tracks deposit, sales, and employee performance based on a user requested date range. Because this report can easily take a while to compile the requested information, it is suggested that it be ran for date ranges consisting of one day at a time.

The Last section of the Mini Transaction Report displays every single service that was sold during the requested date range. The number of services sold along with their Gross and Net value is listed, coupled with any discounts and refunds as well. After each service is listed, the service totals are provided.

Weekly Detail



Weekly Detail Report

Week Starting 04/14/2014

Week Starting		Cuts	Cuts/Day	Color Net	Retail Net	Wax Net	Treatment Net	Other Svc	Total Sales	Prod Hr.	Non Prod Hr.	RPC	CPH	SPC	MTS	Total Sales/Hr	Voids	New Cust%	Refunds	Credit Card
Mon	14-Apr	0	N/A	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Tue	15-Apr	0	N/A	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Wed	16-Apr	0	N/A	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Thu	17-Apr	0	N/A	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Fri	18-Apr	0	N/A	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Sat	19-Apr	0	N/A	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Sun	20-Apr	0	N/A	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Totals		0	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Apr/7		0		$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
May/1		0		$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%
Apr/1		0		$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0	0	$0.00	0	$0.00	0%	$0.00	$0.00	0%	$0.00	0%

Instructions:

Some of the field headings may be hard to understand. They are described as follows.

RPC : Retail Per Cut — Is the average amount of retail (Product) sales Per Cut(Services in Cut category) sold.
Calculation - Net Retail $ / #of service cuts

CPH : Cuts Per Hour — Is the average number of Cuts (Services in Cut category) performed per production hour worked.
Calculation - Service Cuts / #of production hours worked.

SPC : Sales Per Cut — Is the average net income from tickets where a Cut(Services in Cut categroy) was performed.
Calculation - Total Net Sales $ / #of service cuts.

MTS : More Than Service — Is the percentage of tickets with more than just a service or just products.
Calculation - If ticket has a service and additional items (Products or Services) count it.

The user configures the start day of this weekly ranged report, and it displays retail and service performance broken down by payment method, total sales per hour, and several other metrics.

Weekly Report

Weekly Report

Sunday, May 4 2014 00:00 - Saturday, May 10, 2014 23:59

Close Out Totals	Deposited Total	$ Over/Under
Cash:	$652.25	$0.00
Check:	$18.00	$0.00
Gift:	$0.00	$0.00
PCC Gift:	$0.00	$0.00
Credit:	$670.68	$0.00
Phone Auth:	$0.00	$0.00
Debit:	$0.00	$0.00
Totals:	$1340.93	$0.00

Summary			
Tot. Employee Hrs:	87.29	Voids: 2	Redos: 0
Payout Vendors:	$5.78	Look And Walks: 0	Cuts: 58
Refunds:	$0.00	Net Services:	$1306.00
Prod Refunds:	$0.00	Net Products:	$37.58
Tax:	$3.10	Gifts:	$0.00
Paid In:	$0.00		
Drops:	$0.00	**Total Net**(No Tax):	$1343.58

Customer Statistics

Gender			Source			Type			Age		
Male:	67.53%	(52)				Repeat:	83.12%	(64)	Senior:	3.90%	(3)
Female:	32.47%	(25)				New:	16.88%	(13)	Child:	3.90%	(3)
									Adult:	45.45%	(35)
Unknown			**Unknown**			**Unknown**			**Unknown**		
Ticket:	0.00%	(0)	Ticket:	100.00%	(77)	Ticket:	0.00%	(0)	Ticket:	46.75%	(36)
Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)	Quick Sale:	0.00%	(0)

Total Customers: 77

Discounts by Employee

WALKER, JUSTIN

Discount	#	Total $
MISC % PRODUCT DISCOUNT	1	$3.90
Total	**1**	**$3.90**

Discount Details

Discount Type	# Discounts	Total Discounts $
MISC % PRODUCT DISCOUNT	1	$3.90
Total	**1**	**$3.90**

Hourly Work Details

Employee	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	Total
MARLOW	0	0	0	0	0	3	2	3	1	0	0	0	0	9
POHLMEIER	0	1	1	2	1	3	1	1	2	0	0	0	0	12
NEW	0	3	3	0	2	2	3	0	3	1	1	0	0	18
DAHL	0	1	1	1	1	0	3	0	1	2	0	0	0	10
WALKER	0	0	2	3	0	0	0	1	4	1	2	0	0	13
GONZALES	0	0	0	1	3	3	3	0	1	3	3	2	0	19
Total Services	0	5	7	7	7	11	12	5	12	7	6	2	0	81
Total Voids	0	0	1	0	0	0	0	0	1	0	0	0	0	2
Look N' Walks	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Production Hrs.	2.29	3.40	4.00	4.66	6.81	7.86	9.16	7.14	7.82	6.42	4.07	4.00	1.70	69.33
Add. Hrs. Needed	-2.29	-1.40	-0.80	-1.86	-4.01	-3.46	-4.36	-5.14	-2.62	-3.62	-1.67	-3.20	-1.70	-36.13

This report tracks individual employee performance, close out totals, a summary of words and refunds, and a large amount of other metrics based on a week time frame. However, this report can also be run via a requested date range.

YTD Comparison

YTD Comparison **Store Undefined**
2014 compared with 2013 through May 5th
All Departments

Technician	Curr Service	Curr Retail	Curr Discounts	Curr Net Total	Curr Retail to Service %	Prior Service	Prior Retail	Prior Discounts	Prior Net Total	Prior Retail to Service %	$ Variance	% Variance
Abigail	1,621.50	19.70	11.00	1,630.20	1 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Ali	112.00	22.50	6.75	127.75	20 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Alyssa	400.00	93.00	16.96	476.04	23 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Amanda	12,366.00	825.94	90.95	13,100.99	7 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Ashley W	15,337.00	1,549.75	258.92	16,627.83	10 %	15,407.50	1,217.25	188.20	16,436.55	8 %	191.28	1 %
Ashlie V	7,119.50	466.93	40.97	7,545.46	7 %	14,366.00	877.95	135.46	15,108.49	6 %	-7,563.03	-50 %
Becca	13,912.00	853.89	113.80	14,652.09	6 %	14,939.50	873.00	111.06	15,701.44	6 %	-1,049.35	-7 %
Brittany	0.00	16.95	0.00	16.95	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Christine	2,361.00	128.35	0.00	2,489.35	5 %	9,757.00	773.75	94.89	10,435.86	8 %	-7,946.51	-76 %
Courtnee	11,752.00	351.90	48.48	12,055.42	3 %	14,375.50	415.95	87.08	14,704.37	3 %	-2,648.95	-18 %
Crystal G.	406.00	22.50	6.75	421.75	6 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Gina	0.00	0.00	0.00	0.00	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Holly	12,434.00	854.94	119.23	13,169.71	7 %	10,487.00	668.70	98.87	11,056.83	6 %	2,112.88	19 %
House Sale	50,962.50	72.45	25,470.00	25,564.95	0 %	48,116.00	166.30	24,030.00	24,252.30	0 %	1,312.65	5 %
Jackie	15,372.50	825.44	96.27	16,101.67	5 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Jen	8,118.50	401.10	58.63	8,460.97	5 %	11,779.00	460.25	71.25	12,168.00	4 %	-3,707.03	-30 %
Jessi	1,869.50	109.54	12.24	1,966.80	6 %	1,929.00	230.75	45.11	2,114.64	12 %	-147.84	-7 %
Jessica	0.00	0.00	0.00	0.00	- * -	189.00	16.95	4.24	201.71	9 %	- * -	- * -
Justine	9,253.00	484.26	37.68	9,699.58	5 %	14,341.50	812.00	137.83	15,015.67	6 %	-5,316.09	-35 %
Kara	12,971.50	844.28	89.73	13,726.05	7 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Karen	0.00	0.00	0.00	0.00	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Kelley M	33.00	0.00	0.00	33.00	0 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Kelly W	0.00	0.00	0.00	0.00	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Kelly Z	0.00	0.00	0.00	0.00	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Leah	13,715.50	660.05	84.65	14,290.90	5 %	12,340.00	351.65	51.08	12,640.57	3 %	1,650.33	13 %
Lori	16,319.50	859.21	100.32	17,078.39	5 %	17,231.00	939.35	99.35	18,071.00	5 %	-992.61	-5 %
Mackenzie	0.00	78.20	17.74	60.46	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Melanie	0.00	0.00	0.00	0.00	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Michelle	7,418.50	234.45	24.48	7,628.47	3 %	7,032.50	287.35	36.27	7,283.58	4 %	344.89	5 %
Misty	0.00	0.00	0.00	0.00	- * -	11,344.00	441.70	59.80	11,725.90	4 %	- * -	- * -
Morgan	15.00	16.95	0.00	31.95	113 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Paula	0.00	0.00	0.00	0.00	- * -	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Sara	90.00	0.00	0.00	90.00	0 %	9,985.50	501.50	64.93	10,422.07	5 %	-10,332.07	-99 %
Stacy	89.00	16.95	0.00	105.95	19 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Tanya	11,336.50	739.99	73.24	12,003.25	7 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Taylor	3,726.00	244.04	15.24	3,954.80	7 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Vina	4,119.00	212.25	20.00	4,311.25	5 %	0.00	0.00	0.00	0.00	- * -	- * -	- * -
Jenna	0.00	0.00	0.00	0.00	- * -	0.00	40.75	0.00	40.75	- * -	- * -	- * -
Nichole	0.00	0.00	0.00	0.00	- * -	289.50	0.00	0.00	289.50	0 %	- * -	- * -
Shannon	0.00	0.00	0.00	0.00	- * -	0.00	17.95	0.00	17.95	- * -	- * -	- * -
Suk	0.00	0.00	0.00	0.00	- * -	12,828.50	807.75	138.47	13,497.78	6 %	- * -	- * -
Totals:	$233,285.50	$11,005.51	$26,873.47	$217,417.54	5 %	$226,738.00	$9,900.85	$25,514.67	$211,124.18	4 %	$6,293.36	2.98 %

Displays pertinent data separated by department and technician, and compares it to the year prior utilizing the same metrics.

Year vs. Year

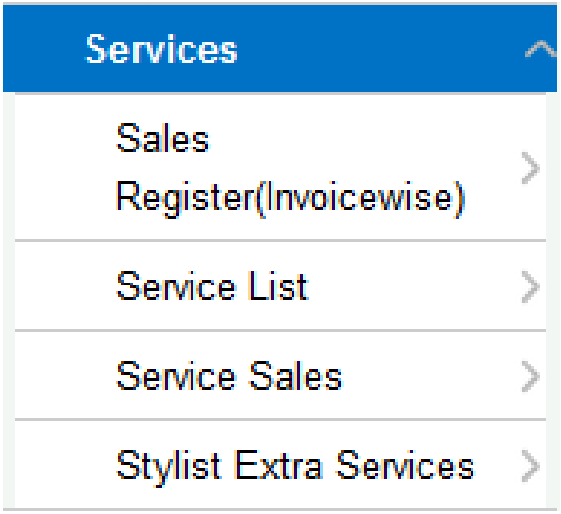
Year Vs. Year

January, 1, 2013 - December 31, 2020

Net Sales								
Month	**2013**	**2014**	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**
Jan	$14461.01	$17235.63	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Feb	$15852.28	$14439.83	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Mar	$14617.66	$13979.77	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Apr	$14728.26	$13766.34	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
May	$18177.30	$2557.15	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Jun	$21414.94	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Jul	$16008.08	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Aug	$15536.93	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sep	$14710.73	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Oct	$17793.53	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Nov	$15768.37	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Dec	$15801.19	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total	$194870.28	$61978.72	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

The user selects a given year in the past, then that year is compared with subsequent years in regards to total revenue generated, broken down by month.

Part Fifteen: Services Reports



Service List

RSD Documentation

Services					
Service Code	**Description**	**Estimate Time To Complete**	**Category**	**Price $**	
16	Minimum Tips	30 min(s).	Color	$30.00	Yes
17	Maximum Tips	40 min(s).	Color	$30.00	Yes
18	Highlights - Front Accent	30 min(s).	Color	$30.00	Yes
19	Highlights - Top Accent	40 min(s).	Color	$40.00	Yes
20	X-Large - Top Accent	60 min(s).	Color	$60.00	Yes
21	XX - Large - Top Accent	70 min(s).	Color	$70.00	Yes
23	Full Foil	120 min(s).	Color	$110.00	Yes
24	Glazing	50 min(s).	Color	$45.00	Yes
25	Glazing With Color	35 min(s).	Color	$30.00	Yes
26	Pre - Treatment	25 min(s).	Color	$10.00	Yes
37	Supercolor	60 min(s).	Color	$0.00	Yes
444000	HAIR CUT	20 min(s).	Hair Cut	$19.95	Yes
448000	BANG TRIM	25 min(s).	Hair Cut	$10.00	Yes
450000	BUBBLES & LOTION	0 min(s).	Style	$8.00	Yes
980000	MISC. SERVICE	0 min(s).	Other	$0.00	Yes
CRFH	Corn Row Braiding Full Head	0 min(s).	Child's Services	$45.90	Yes
Mullet	Mullet Maintenence	0 min(s).	Packages Hair - Advanced	$5.00	Yes
REQ	REQUEST	0 min(s).	Other	$0.00	Yes
18 Service Record(s) Found					

Displays the current Services roster for the selected location, and for multiple salons at once if so desired.

Service Sales

Service Sales

Thursday, May 1, 2014 - Thursday May 1, 2014

Sales by Category

Category	Sold	Gross $	# Discount	Discount $	# Refund	Refund $	Net $	# Void	Void $
Hair Cut	30	$386.55	6	$18.00	0	$0.00	$368.55	0	$0.00
Child's Services	2	$19.90	1	$2.00	0	$0.00	$17.90	0	$0.00
Total	**32**	**$406.45**	**7**	**$20.00**	**0**	**$0.00**	**$386.45**	**0**	**$0.00**

Sales by Service

Code	Description	Category	Sold	Gross $	# Discount	Discount $	# Refund	Refund $	Net $	# Void	Void $
10	Adult Haircut	Hair Cut	23	$302.85	6	$18.00	0	$0.00	$284.85	0	$0.00
11	Adult Cut & Style	Hair Cut	1	$19.95	0	$0.00	0	$0.00	$19.95	0	$0.00
12	Kids Haircut 11 and under	Child's Services	2	$19.90	1	$2.00	0	$0.00	$17.90	0	$0.00
13	Senior Hair Cut - 60 and over	Hair Cut	5	$59.75	0	$0.00	0	$0.00	$59.75	0	$0.00
15	Beard Trim	Hair Cut	1	$4.00	0	$0.00	0	$0.00	$4.00	0	$0.00

The user may select multiple salons at once, in any given date range, and the report will present all of the service sales within that date range tallied as a total.

Stylist Extra Services

Stylist Extra Services

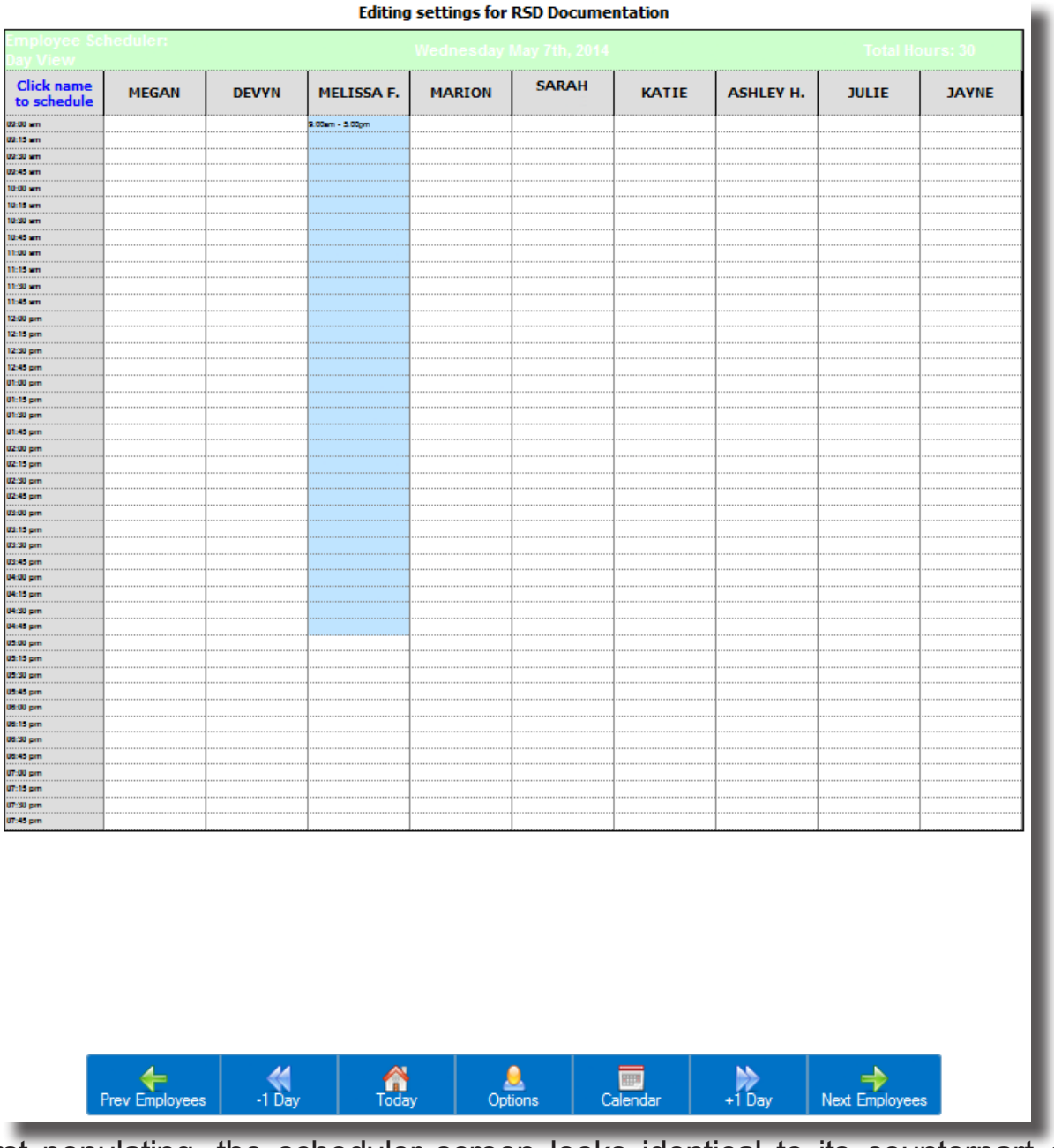
May 2, 2014 - May 2, 2014

Stylist Name	Net Services $	Extra Services $	Extra Ser %	Net Total $	% of tot	Production Hrs	SPH
Breanna	273.00	0.00	0.00	273.00	0.00	8.58	31.82
Marissa	151.99	0.00	0.00	179.97	0.00	4.15	43.37
Michelle	148.99	0.00	0.00	148.99	0.00	5.97	24.96
Sarah	136.99	0.00	0.00	148.48	0.00	5.05	29.40
Victoria	132.00	0.00	0.00	132.00	0.00	6.20	21.29
Totals: 5	**842.97**	**0.00**	**0.00%**	**882.44**	**0.00**	**29.95**	**29.46**

This report is broken down by stylist and shows the net total of all services and extra services, as well as the services per hour for a given date range, also for multiple salons at once if the user chooses.

Part Sixteen: The Scheduler Tab

The scheduler tab gives business owners and their selected managers the ability to create, manage, and track their staffing in a convenient and centralized way. However, in order to utilize this tool, it must first be enabled. To achieve this, the user must first go to Store Setup, then software settings, and the option of enabling the scheduler tab is under the "Misc." heading.

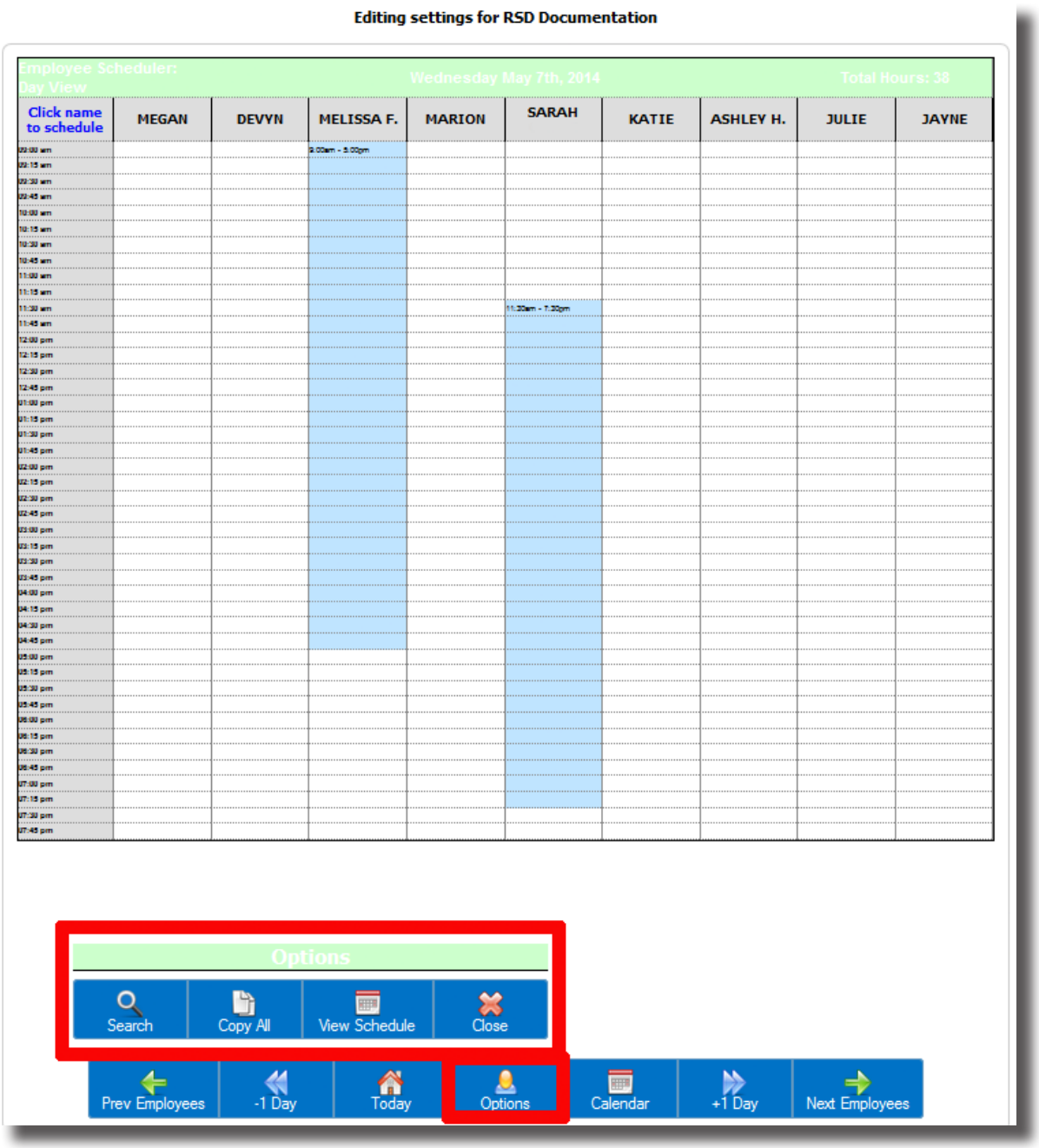


Upon first populating, the scheduler screen looks identical to its counterpart on the SuperSalon point-of-sale system, and the interface is exactly the same. Below, you'll see the options available to navigate between set weeks and months that the pay period corresponds to.

Assigning Schedules

Clicking on an empty field beneath an employee's name brings up the screen that allows the user to configure the hours for their shift. The option for adding a daily note for the employee is also available on this screen. Employees may be scheduled for any time set forth in the store hours, unless they have been blocked specifically from certain time periods.

Options at a Glance



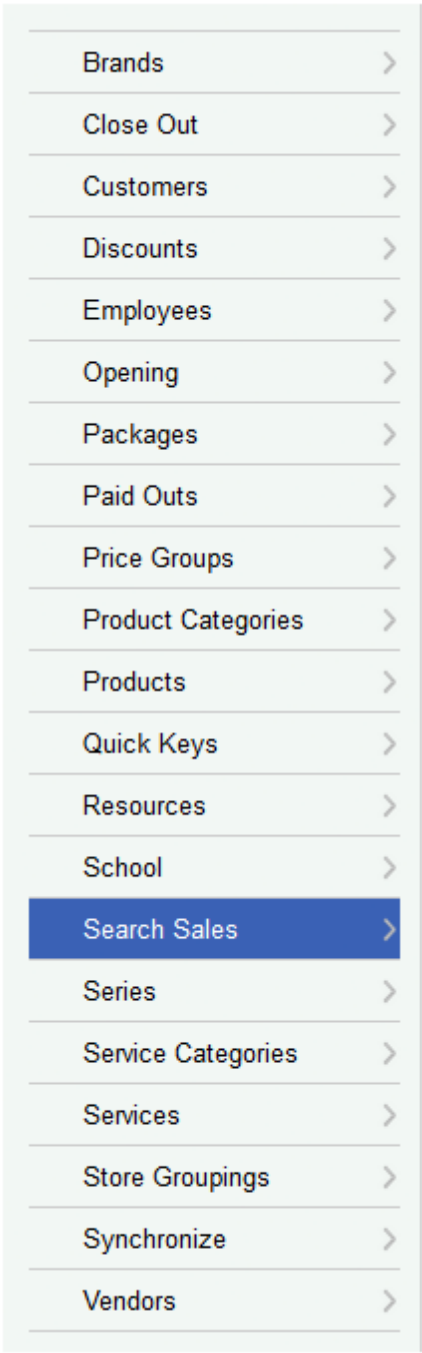
Options available for the Scheduler tab:

Search: Allows the user to run a query for any employee based on name or employee number.

Copy All: Makes a duplicate or multiple duplicates of the current schedule and sets them two subsequent weeks in the future.

View Schedule: Displays the schedule in a more printer friendly column and row format.

Part Seventeen: The Manager Tab

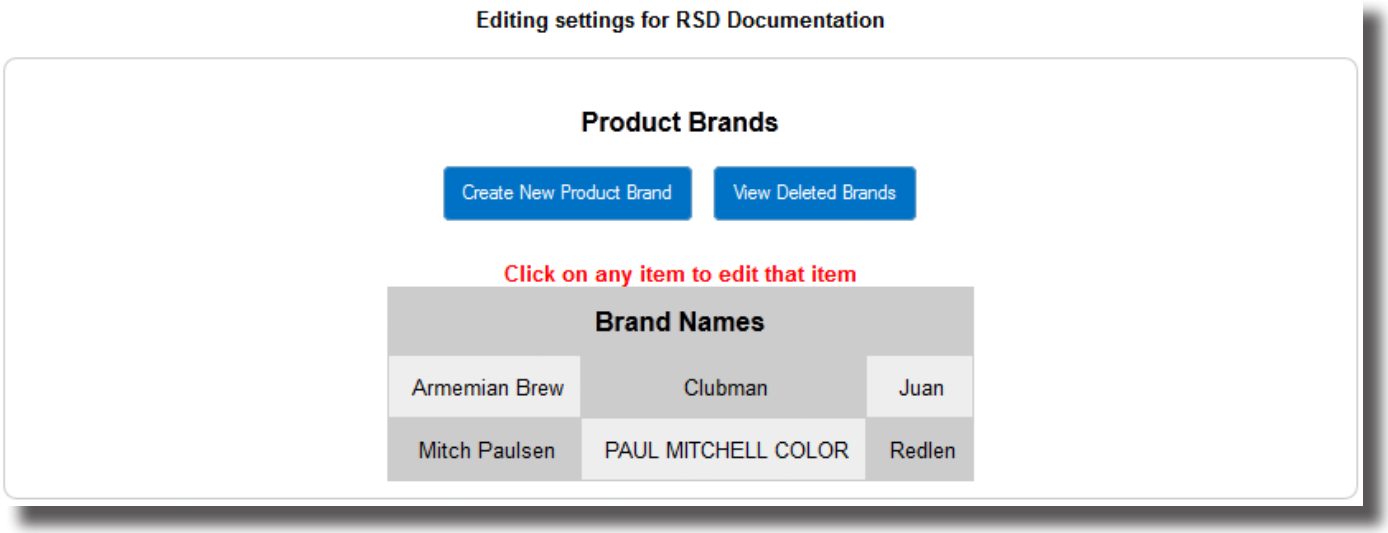


The Manager tab in iOffice corresponds to the Manager tab on the SuperSalon point-of-sale system as well. Within this screen owners and users can enter and adjust products, discounts, employees, and view a roster of past and present sales. The implementation of these features can be restricted to only iOffice, only SuperSalon, or both as owners and managers see fit.

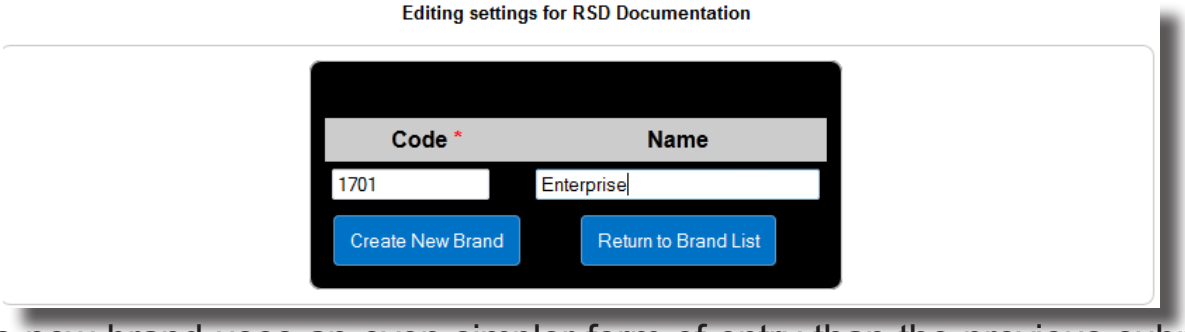
Most common uses:

- *Entering and adjusting of new discounts, services, or employees.*
- *Performing maintenance and/or other tasks in regards to the product inventory.*
- *Viewing raw sales data as it comes in via upload, or based on any desired date range spanning from the initial installation of SuperSalon, to the present.*

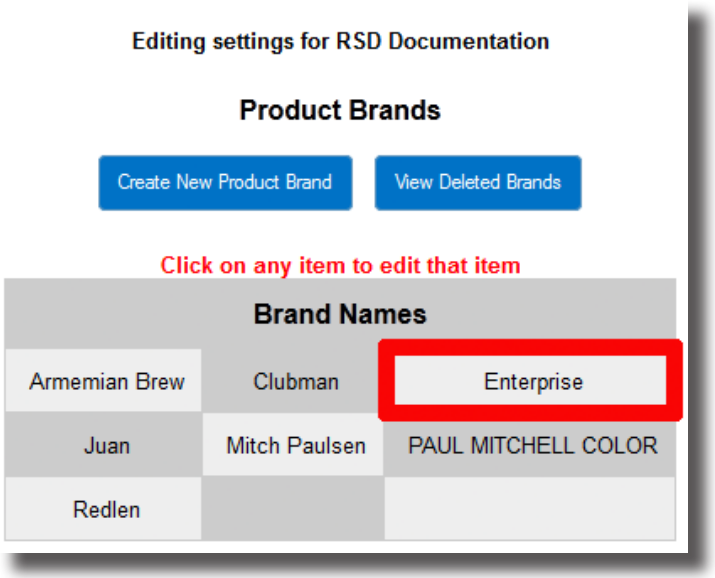
Brands



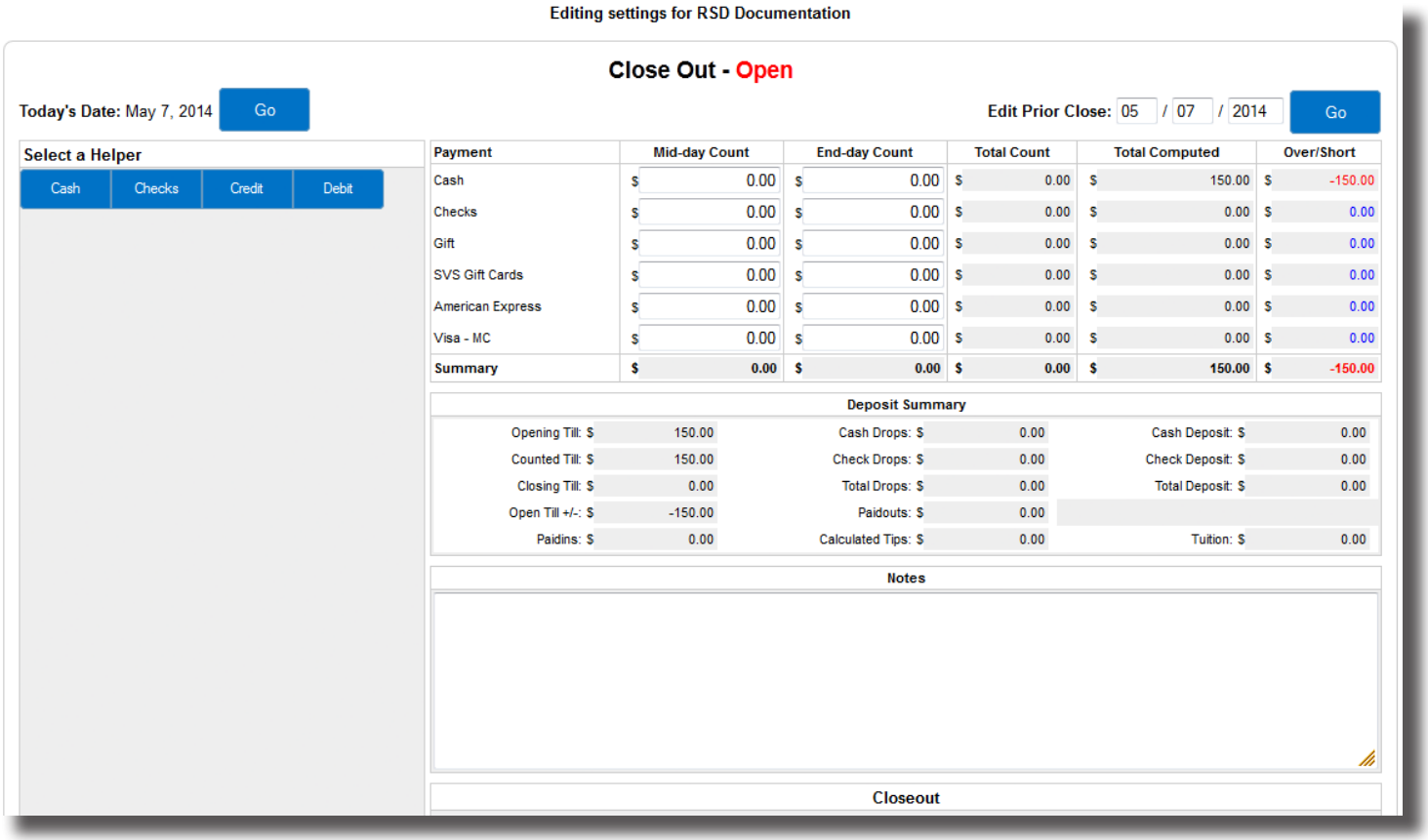
The Brands submenu also follows the same interface parameters as the Vendors and Product Categories submenus. From here the user is able to edit, add, and delete the different product brands in their inventory.



Adding a new brand uses an even simpler form of entry than the previous submenus. The user need only enter an individual brand code, along with the name, and save the information.

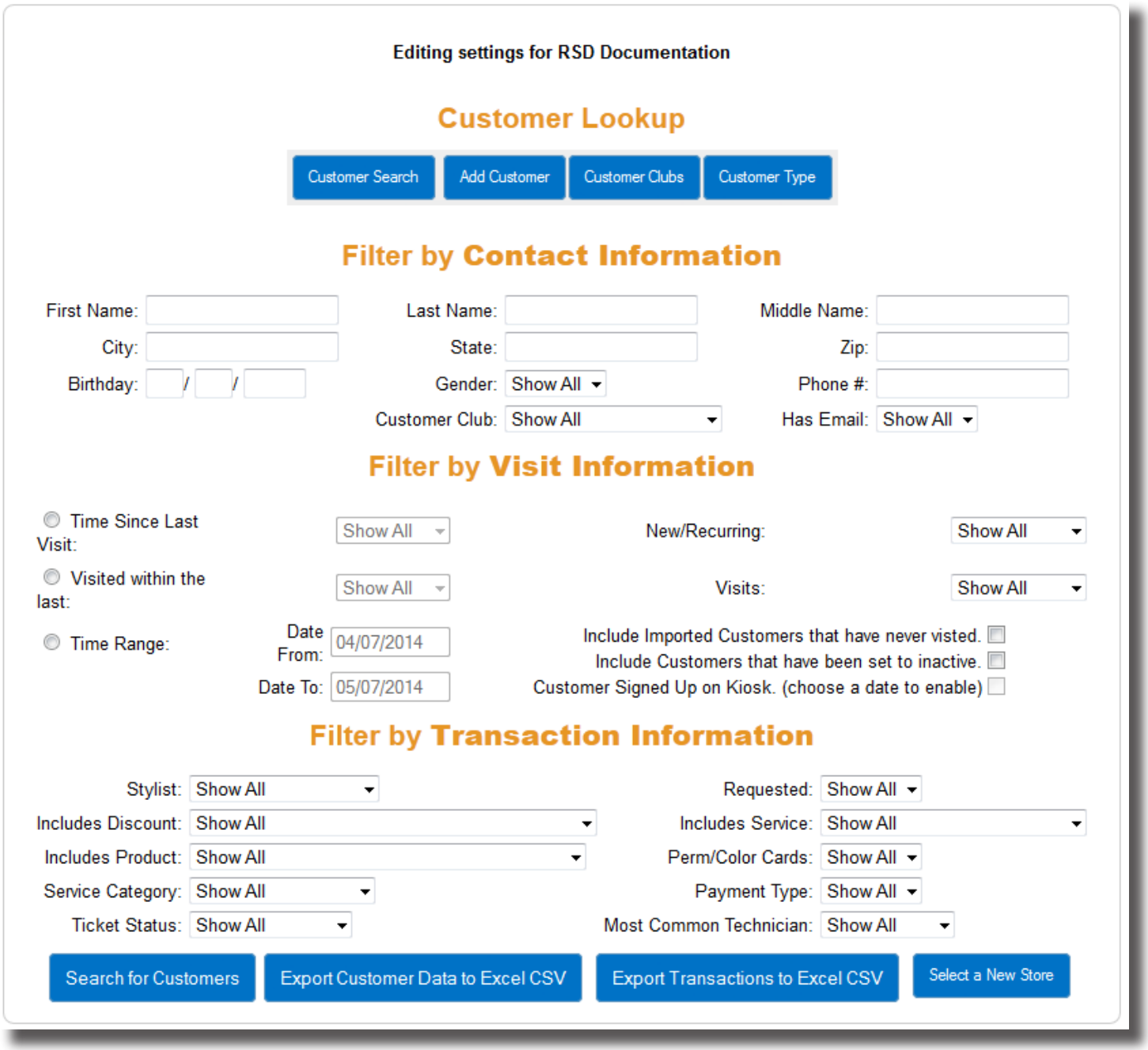


Closeout


Editing settings for RSD Documentation
Close Out - Open
Today's Date: May 7, 2014
Go
Edit Prior Close: 05 / 07 / 2014
Go
Select a Helper
Cash
Checks
Credit
Debit
Payment
Mid-day Count
End-day Count
Total Count
Total Computed
Over/Short
Cash $ 0.00 $ 0.00 $ 0.00 $ 150.00 $ -150.00
Checks $ 0.00 $ 0.00 $ 0.00 $ 0.00 $ 0.00
Gift $ 0.00 $ 0.00 $ 0.00 $ 0.00 $ 0.00
SVS Gift Cards $ 0.00 $ 0.00 $ 0.00 $ 0.00 $ 0.00
American Express $ 0.00 $ 0.00 $ 0.00 $ 0.00 $ 0.00
Visa - MC $ 0.00 $ 0.00 $ 0.00 $ 0.00 $ 0.00
Summary $ 0.00 $ 0.00 $ 0.00 $ 150.00 $ -150.00
Deposit Summary
Opening Till: $ 150.00
Counted Till: $ 150.00
Closing Till: $ 0.00
Open Till +/-: $ -150.00
Paidins: $ 0.00
Cash Drops: $ 0.00
Check Drops: $ 0.00
Total Drops: $ 0.00
Paidouts: $ 0.00
Calculated Tips: $ 0.00
Cash Deposit: $ 0.00
Check Deposit: $ 0.00
Total Deposit: $ 0.00
Tuition: $ 0.00
Notes
Closeout

Much like the iOffice version of the Opening submenu, the Closeout submenu is for viewing and editing past closeouts. The date range functionality for this feature is in the upper right-hand corner, and the user may view any previous closeout from the time the salon has open for business to the present. The user may not, however, close out the salon from iOffice due to there being no cash drawer attached or receipt printer to print the appropriate summary reports.

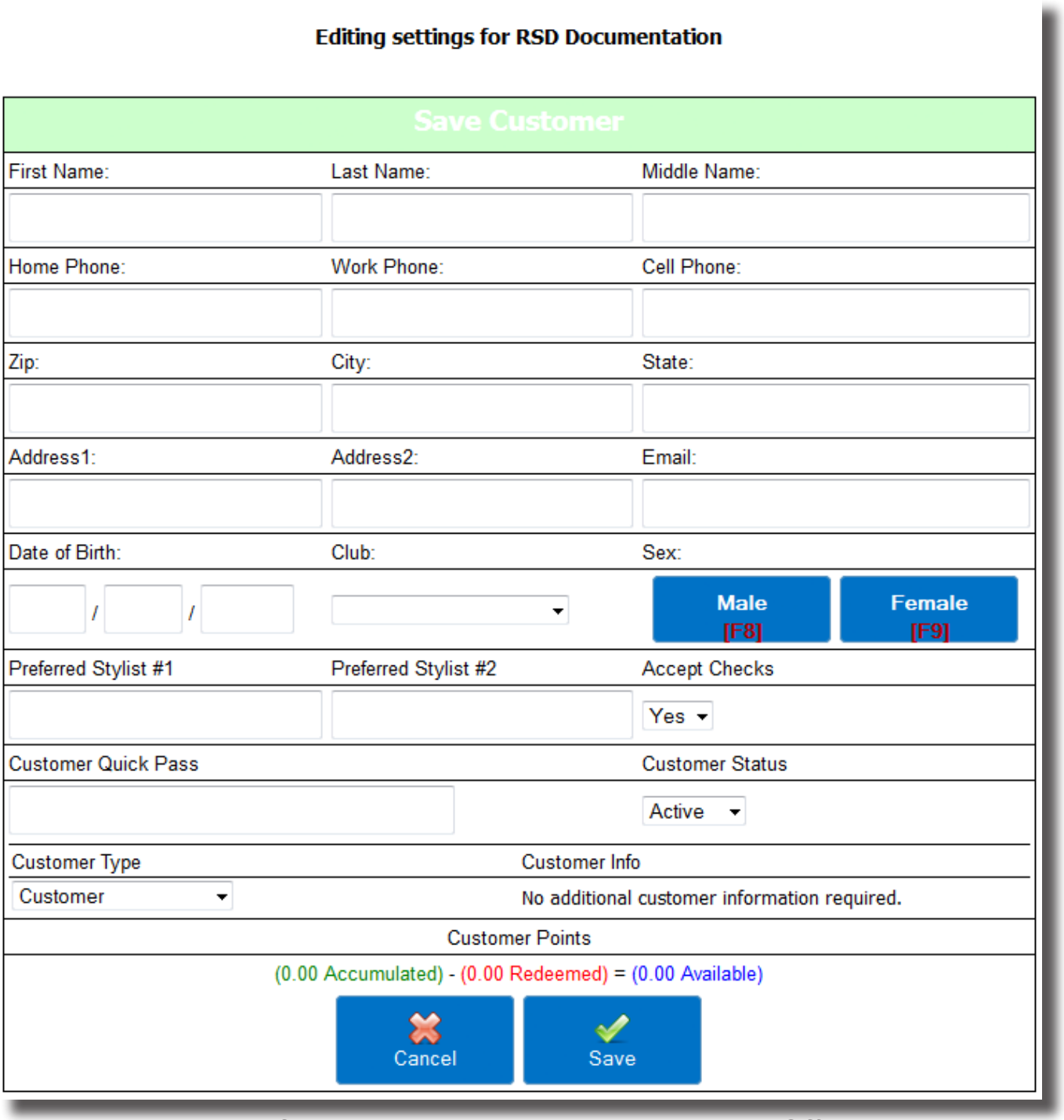
Customers



A complete roster of all customers who have been entered into the SuperSalon point-of-sale system is available here, as well as several filters that can be applied for quicker access.

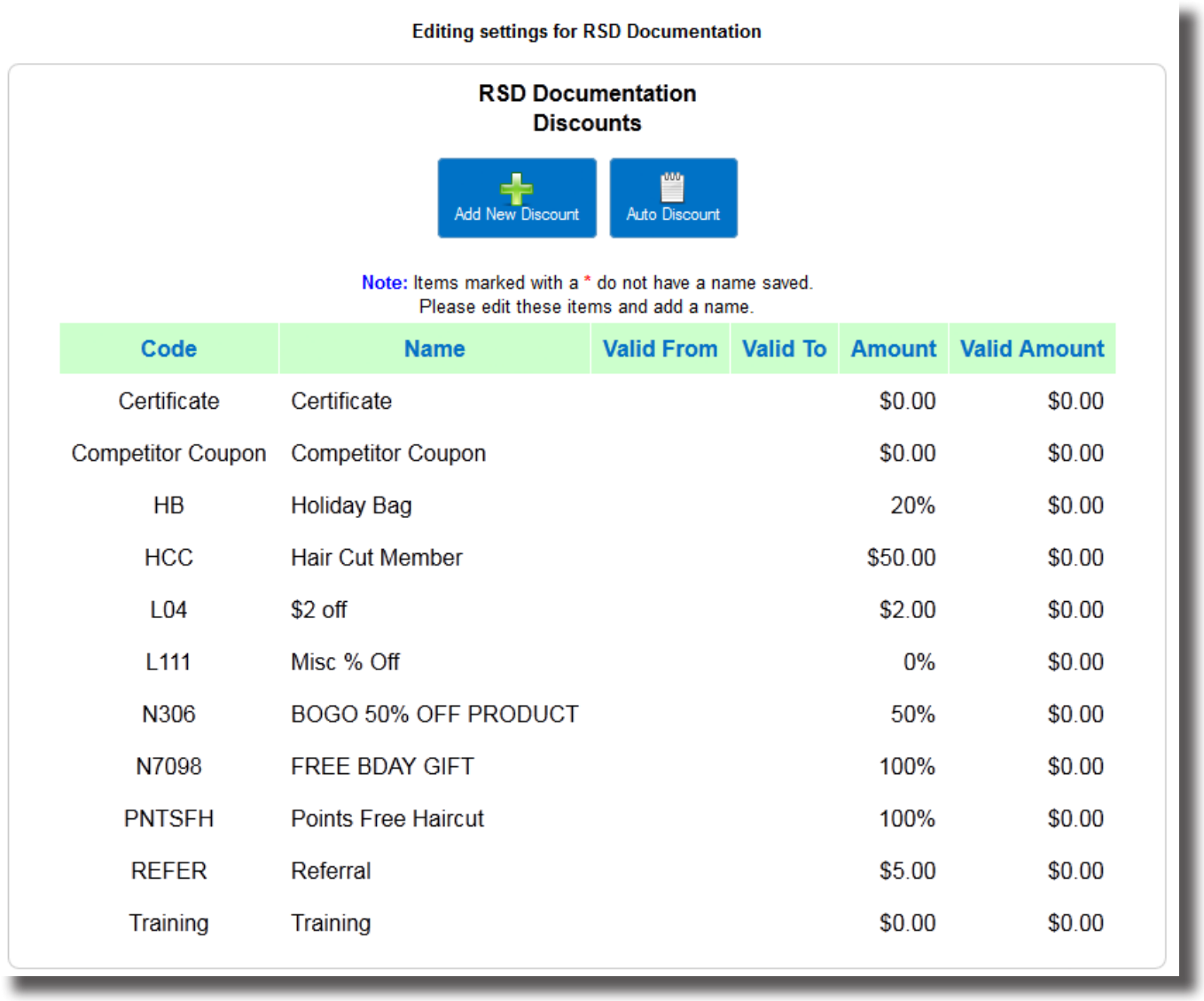
Although the SuperSalon point-of-sale also has a similar feature available, the amount of filters and search options available in iOffice are far more in-depth and customizable.

Queries run in this submenu are available to export immediately to an Excel spreadsheet that uses the.CSV format.



All pertinent customer information can also be entered at the iOffice level should any of the salon staff neglect do so, or in the cases VIP guests where privacy may be a concern. The salon must immediately do an upload for the new customer to pass from iOffice to the point-of-sale system.

Discounts

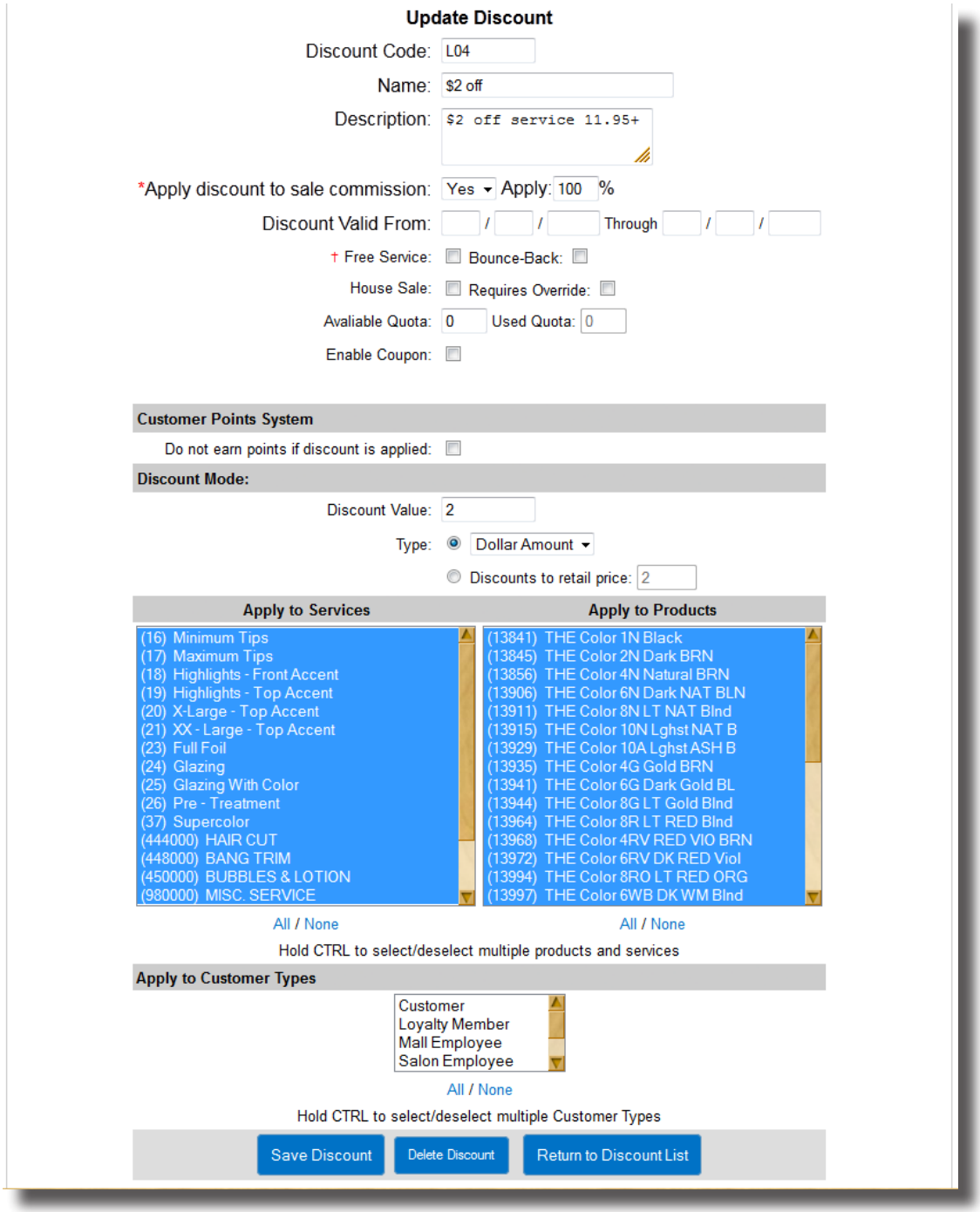

Editing settings for RSD Documentation
RSD Documentation
Discounts
Add New Discount
Auto Discount
Note: Items marked with a * do not have a name saved.
Please edit these items and add a name.

Code	Name	Valid From	Valid To	Amount	Valid Amount
Certificate	Certificate			$0.00	$0.00
Competitor Coupon	Competitor Coupon			$0.00	$0.00
HB	Holiday Bag			20%	$0.00
HCC	Hair Cut Member			$50.00	$0.00
L04	$2 off			$2.00	$0.00
L111	Misc % Off			0%	$0.00
N306	BOGO 50% OFF PRODUCT			50%	$0.00
N7098	FREE BDAY GIFT			100%	$0.00
PNTSFH	Points Free Haircut			100%	$0.00
REFER	Referral			$5.00	$0.00
Training	Training			$0.00	$0.00

Displayed above is a sample of the discount list you will receive when you click into the Discount submenu. Every discount, coupon, and promotion relevant to the salon is listed here or and editing purposes. New discounts can be created and configured utilizing the button at the very top of the screen that reads “Add Discount”. Clicking on an individual discount here will populate the detailed information associated with it.

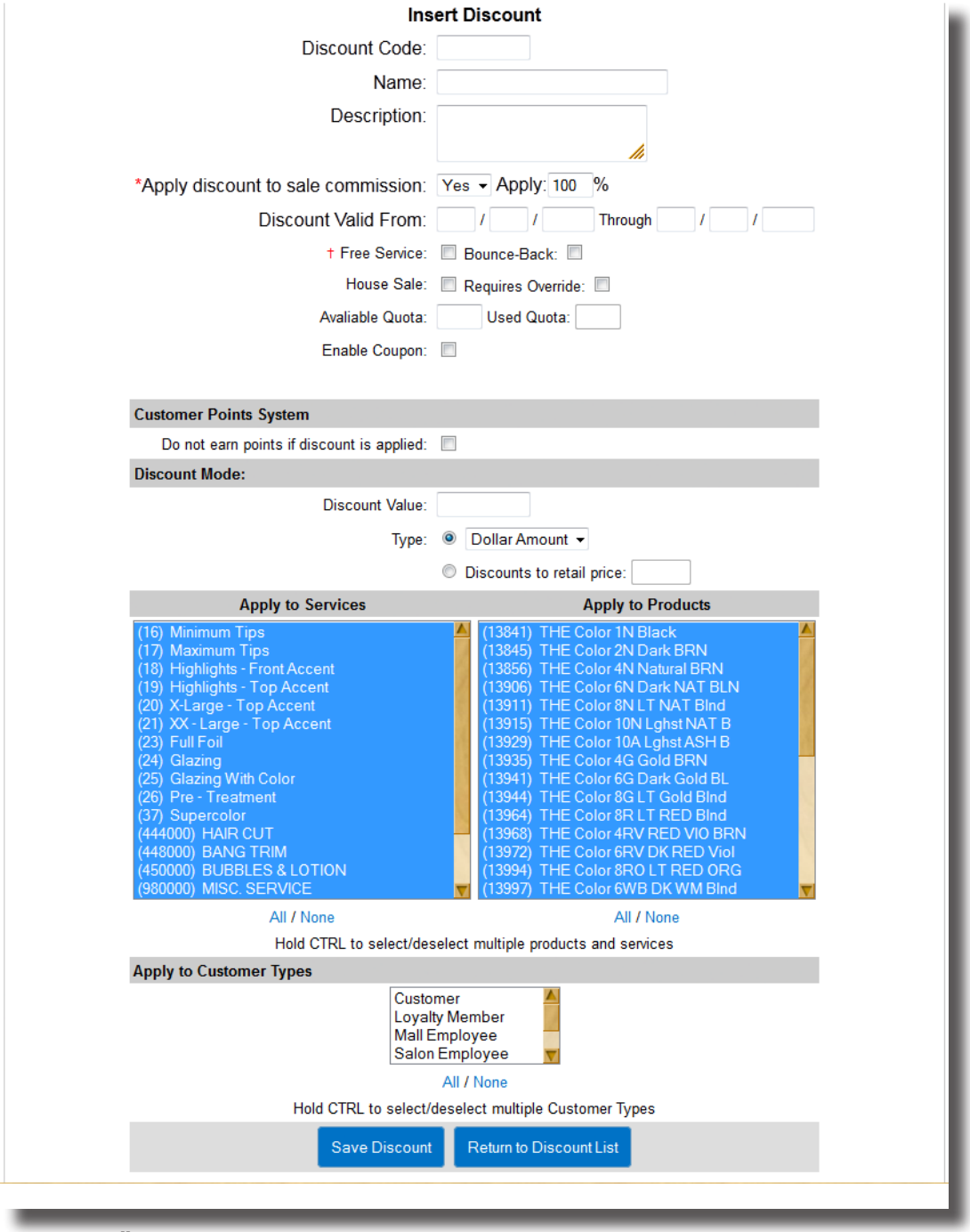
It is important to always review the discounts every so often to ensure that a popular one has not expired, or needs to be applied to a new product or service.

Editing Discounts


Update Discount
Discount Code: L04
Name: $2 off
Description: $2 off service 11.95+
*Apply discount to sale commission: Yes Apply: 100 %
Discount Valid From: / / Through / /
† Free Service: Bounce-Back:
House Sale: Requires Override:
Avaliable Quota: 0 Used Quota: 0
Enable Coupon:
Customer Points System
Do not earn points if discount is applied:
Discount Mode:
Discount Value: 2
Type: Dollar Amount
Discounts to retail price: 2
Apply to Services
(16) Minimum Tips
(17) Maximum Tips
(18) Highlights - Front Accent
(19) Highlights - Top Accent
(20) X-Large - Top Accent
(21) XX - Large - Top Accent
(23) Full Foil
(24) Glazing
(25) Glazing With Color
(26) Pre - Treatment
(37) Supercolor
(444000) HAIR CUT
(448000) BANG TRIM
(450000) BUBBLES & LOTION
(980000) MISC. SERVICE
Apply to Products
(13841) THE Color 1N Black
(13845) THE Color 2N Dark BRN
(13856) THE Color 4N Natural BRN
(13906) THE Color 6N Dark NAT BLN
(13911) THE Color 8N LT NAT Blnd
(13915) THE Color 10N Lghst NAT B
(13929) THE Color 10A Lghst ASH B
(13935) THE Color 4G Gold BRN
(13941) THE Color 6G Dark Gold BL
(13944) THE Color 8G LT Gold Blnd
(13964) THE Color 8R LT RED Blnd
(13968) THE Color 4RV RED VIO BRN
(13972) THE Color 6RV DK RED Viol
(13994) THE Color 8RO LT RED ORG
(13997) THE Color 6WB DK WM Blnd
All / None
All / None
Hold CTRL to select/deselect multiple products and services
Apply to Customer Types
Customer
Loyalty Member
Mall Employee
Salon Employee
All / None
Hold CTRL to select/deselect multiple Customer Types
Save Discount
Delete Discount
Return to Discount List

Existing discounts can be edited by clicking on their individual entries in the roster. The above screen is then populated where it displays all of the unique characteristics to the discount. This should be done whenever new products or services are introduced to either the iOffice or SuperSalon end of the total point-of-sale system. Popular discounts from previous time periods can be brought back by configuring their details in such a manner as well.

Creating Discounts


Insert Discount
Discount Code:
Name:
Description:
*Apply discount to sale commission: Yes Apply: 100 %
Discount Valid From: / / Through / /
† Free Service: Bounce-Back:
House Sale: Requires Override:
Avaliable Quota: Used Quota:
Enable Coupon:
Customer Points System
Do not earn points if discount is applied:
Discount Mode:
Discount Value:
Type: Dollar Amount
Discounts to retail price:
Apply to Services
(16) Minimum Tips
(17) Maximum Tips
(18) Highlights - Front Accent
(19) Highlights - Top Accent
(20) X-Large - Top Accent
(21) XX - Large - Top Accent
(23) Full Foil
(24) Glazing
(25) Glazing With Color
(26) Pre - Treatment
(37) Supercolor
(444000) HAIR CUT
(448000) BANG TRIM
(450000) BUBBLES & LOTION
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Apply to Products
(13841) THE Color 1N Black
(13845) THE Color 2N Dark BRN
(13856) THE Color 4N Natural BRN
(13906) THE Color 6N Dark NAT BLN
(13911) THE Color 8N LT NAT Blnd
(13915) THE Color 10N Lghst NAT B
(13929) THE Color 10A Lghst ASH B
(13935) THE Color 4G Gold BRN
(13941) THE Color 6G Dark Gold BL
(13944) THE Color 8G LT Gold Blnd
(13964) THE Color 8R LT RED Blnd
(13968) THE Color 4RV RED VIO BRN
(13972) THE Color 6RV DK RED Viol
(13994) THE Color 8RO LT RED ORG
(13997) THE Color 6WB DK WM Blnd
All / None
All / None
Hold CTRL to select/deselect multiple products and services
Apply to Customer Types
Customer
Loyalty Member
Mall Employee
Salon Employee
All / None
Hold CTRL to select/deselect multiple Customer Types
Save Discount
Return to Discount List

The “Add Discount” button populates this screen with blank entries to be saved as a new discount. Notice how all products and services currently stalled and governed by the SuperSalon point-of-sale system have already populated themselves in their appropriate “Apply To” section. A breakdown of the various aspects of discount terminology is as follows.

Discounts Terminology

Discount Code

The discount code can be any unique alpha-numeric code (Rogers Software Development recommends using numeric codes only). You may wish to use this to categorize discounts by using the 10s for coupons, 20s for in-store specials, etc. It is possible to use the same code as one of the products or services previously entered into the system, but not recommended.

Name

This is the short version of the description. For instance, if the description is “Student Discount $5.00 off” the name might just be simply “Student Discount”.

Apply Discount to Sale Commission

This option allows you to determine how this discount will affect the commission paid on a product or service after this discount is used. Usually this will be set to “Yes/100%”. As an example, when an employee sells a $15.00 item with a $1.50 discount, they are paid commission on the $13.50 sale.

In other words, 100% of the discount was removed from the commission. If this is set to “Yes”, you can also select a lower amount to affect the commission. This is useful when services are deeply discounted, maybe to the point they are free, to attract new customers. If you determine that you still want your employees to get a reasonable commission, you might set it to “Yes/50%”. As another example, if $20.00 haircuts are discounted to $10.00 because of a $10.00 discount, only half of the discount will be removed from their commission. Their commission will be based on $10.00 as only $10.00 will be subtracted. If you set this to “No”, their commission will always be based on the full value of the service or product without regard for discount. This might be used in a new shop where services are discounted 100% for a period of time, but stylists still need to earn commissions based on the value of the work they performed.

Discount Valid From/Through

Enter the date you wish for the discount to initially be made available for selection, as well as the date you wish the discount to expire. This will allow you to enter an entire group of promotional discounts in advance. For example, if you receive a promotion calendar for an entire year, you can enter them all at once. Discounts appear when their start date occurs, and disappear when the end date passes. If you leave these dates blank, the discount will immediately be accessible and it will not expire.

Free Service/Bounce-Back

Enter the date you wish for the discount to initially be made available for selection, as well as the date you wish the discount to expire. This will allow you to enter an entire group of promotional discounts in advance. For example, if you receive a promotion calendar for an entire year, you can enter them all at once. Discounts appear when their start date occurs, and disappear when the end date passes. If you leave these dates blank, the discount will immediately be accessible and it will not expire.

House Sale Only/Requires Override

If the discount applies only to a House Sale or Requires an Override, check these boxes.

Discount Value

This is the amount of the discount that will be subtracted from the retail price. If you leave this field set to “0” you will be asked to enter an amount during the sale. This allows the discount to be variable. This works well for discounts such as “Dollars off”, “Percentage off”, “Spin the wheel for your discount” or other variable dollar or percentage off discounts that will be entered at the time of the sale.

Applies To

If you select “Line” here, the discount will be applied to any items selected. If you select “Subtotal” the discount will be shared by any items you select. For example, if you have a $4 discount applied to “Line”, each item you select will be reduced by $4. If you have a $4 discount applied to “Subtotal”, part of the $ will be applied to each of the items you select depending on what percentage each item is of the total. If you select “Subtotal” a new field called Restricted Amount will appear. Here you can enter a minimum amount you would like the total ticket to amount to before the discount will be allowed.

Discount Type

Select if this discount is based on a dollar amount or a percentage. Optionally, the discount can be used to reduce the item or items to a preset retail value: e.g. a “two for $20” special. To accomplish this see the description below.

Discounts to Retail Price

When you apply a discount with the Discounts to Retail Price option selected, the resulting retail price will be whatever amount you enter in the field.

Choose this option by selecting the radio button to the left. This will enable the option, requiring you to enter an amount in the field to the right. The discount automatically adjusts, depending on the regular price of the product or service, to result in the retail you enter. The program subtracts the amount entered from the regular price to calculate the discount.

If the retail amount entered in the field is higher than the regular price of an item, the discount will be negative and actually increase the price of the item. This feature is very useful for product specials. For instance, if you want to put all of your slow moving products on a table and sell them all for $5.00, use this discount for the special. This feature allows iOffice to maintain the relative profitability of each item. This is far more desirable than discounting the shampoo by $2.00 and the conditioner by $8.00 to reach the $20.00.

Apply to Services

Select the services to which this discount can be applied. You can select “All” or “None” or use your Ctrl key to select multiple services.

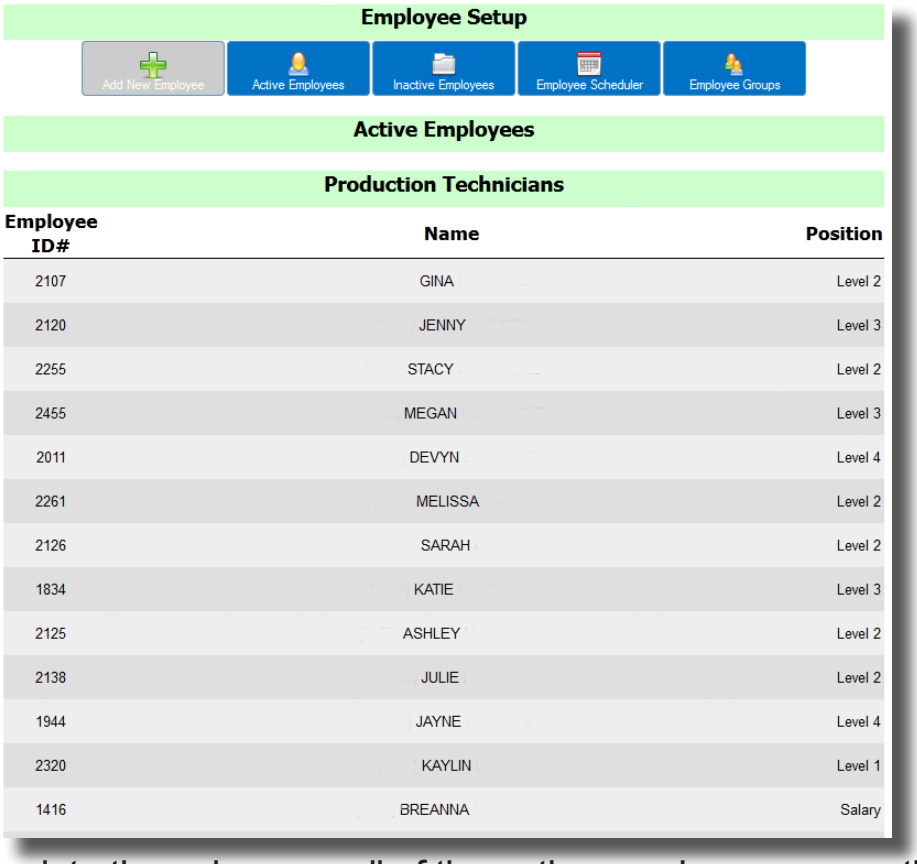
Apply to Products

Select the products to which this discount can be applied. You can select “All” or “None” or use your Ctrl key to select multiple products.

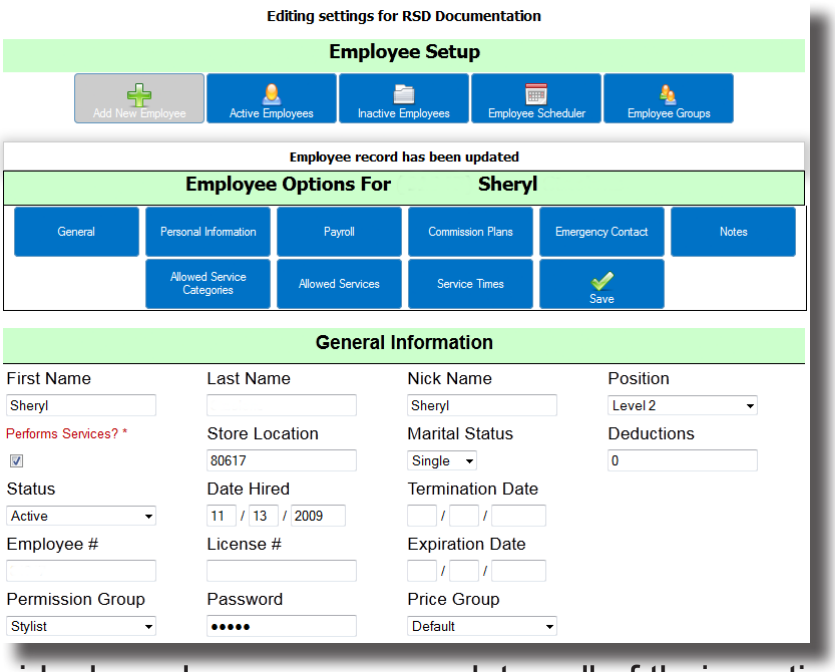
Apply to Customer Types

Select which Customer Type this discount is applicable to. You can select “All” or “None” or use your Ctrl key to select multiple types.

Employees

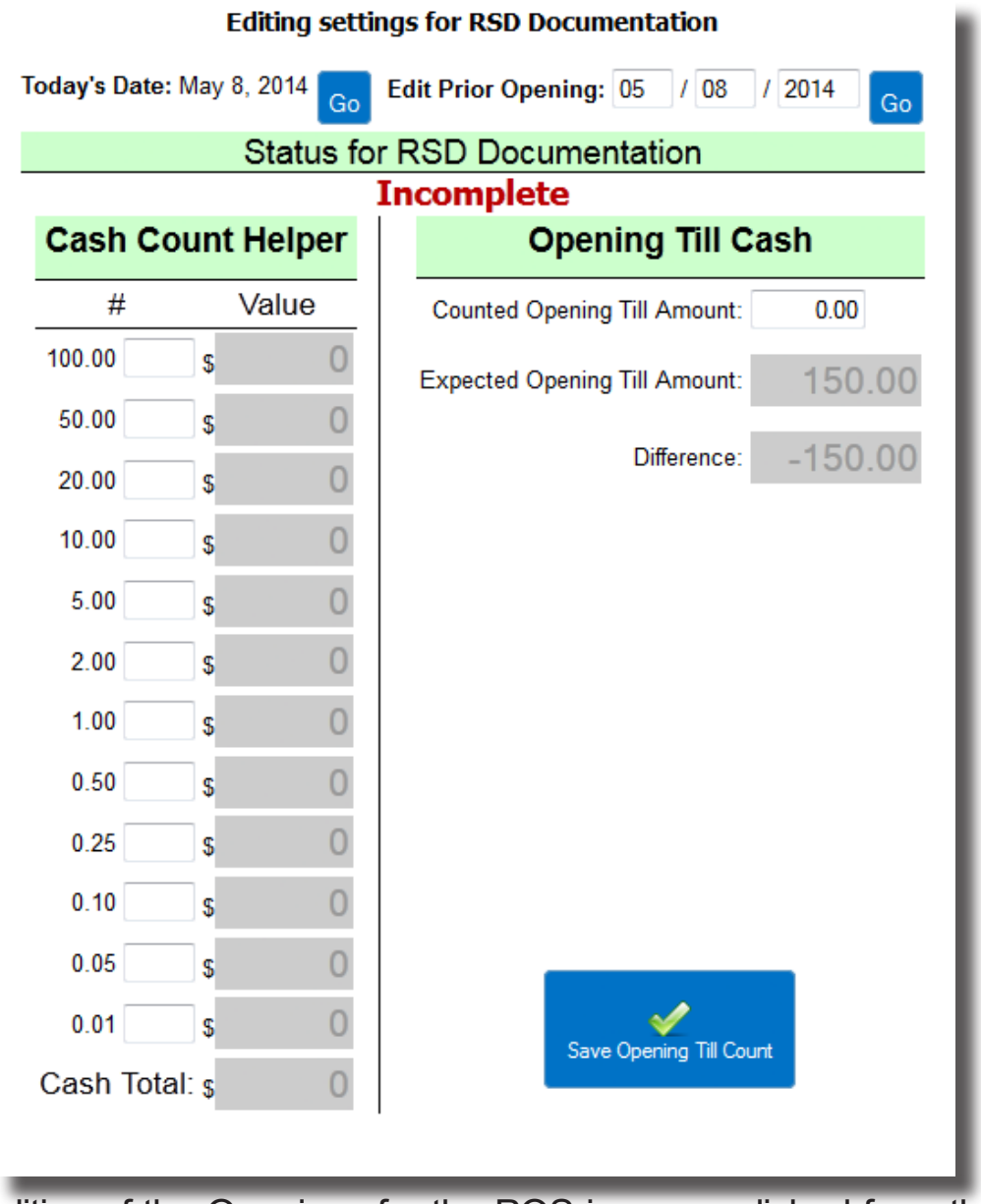


Upon first clicking into the submenu, all of the active employees currently on staff at the salon are displayed. The menu of buttons above allow the user to add new employees, view the schedule, or manage employee groups.



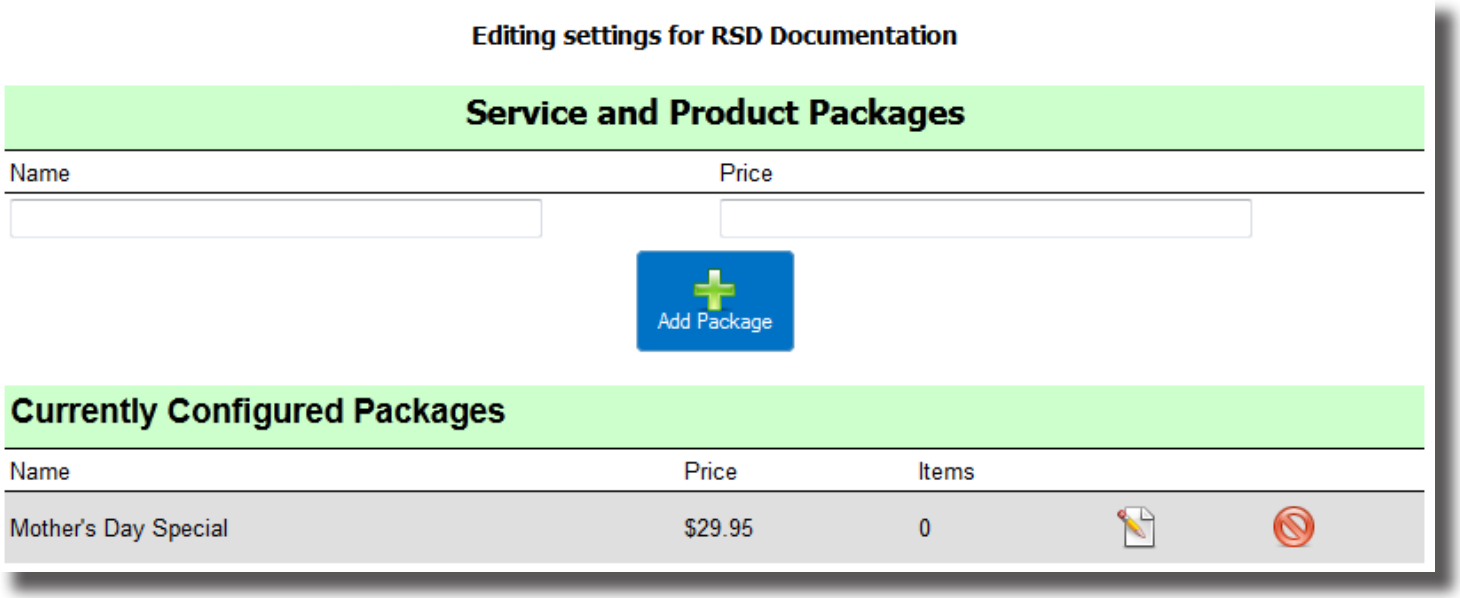
Clicking on an individual employee name populates all of their pertinent information, as well as the option to configure their status, pay rates, and commission plans.

Opening



Viewing and editing of the Openings for the POS is accomplished from this submenu. In the iOffice environment, the functionality of this submenu is limited to only those two functions. The user cannot open the store from here as the cash drawer and till are not attached. However, the ability to view and edit any of the openings from the salon's opening is a very useful tool for both tracking and correctional purposes.

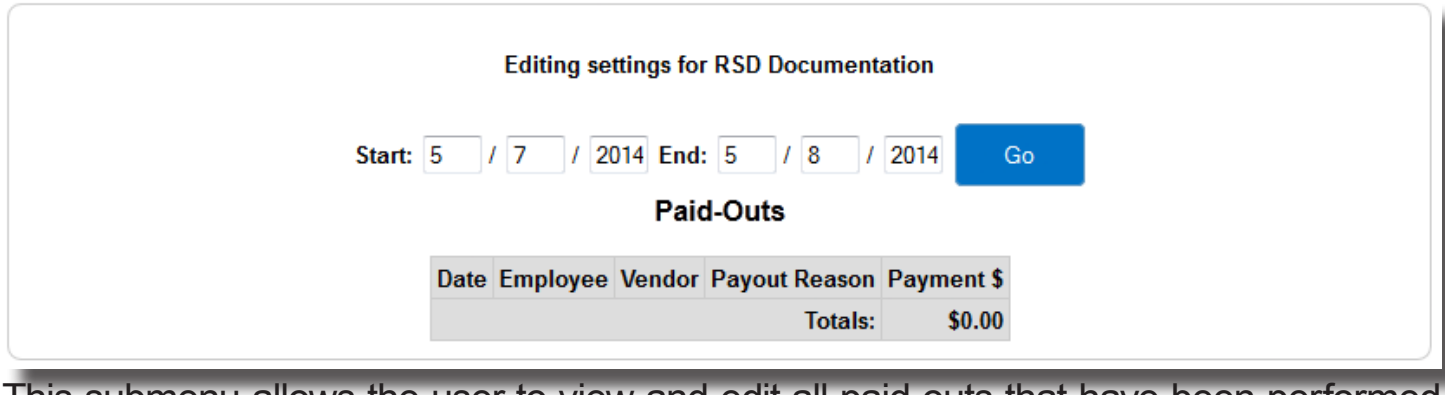
Packages



Packages allow you to offer multiple items (services and products) as one bundled offering. Using packages allows you to properly record the sale of all the component items and properly allocate sales dollars and discounts across the component items. Packages can be set up for any combination of services and products.

As an example, you may want to run a Mother's Day special. The package can include a manicure, pedicure, facial, and a massage. Packages allow you to combine all these services with a special price if desired. Enter a name and price for the package in the Name and Price fields. Then select the Add Package button. The Package is added to the Currently Configured Packages list. Select the red circle to delete the package. To add the services or products you wish to include in the package, or to edit the package information, select the notepad. When you select the notepad, the Edit Package screen comes up where you can change the name, edit the price and add and delete services or products you wish to include in the package. Each item sold in the package is detailed separately in reporting and offers customer service times for the entire package.

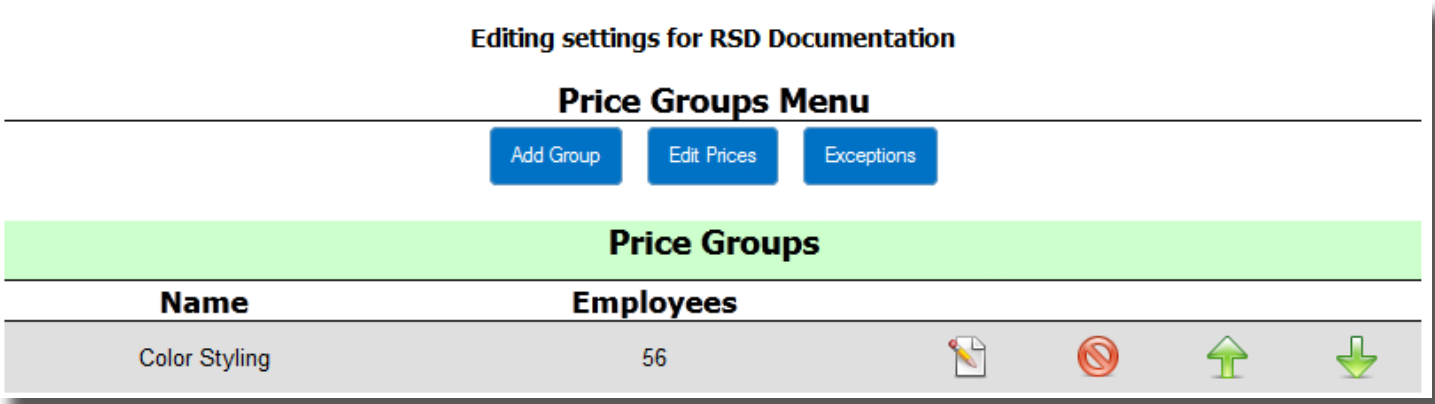
Paid Outs


Editing settings for RSD Documentation
Start: 5 / 7 / 2014 End: 5 / 8 / 2014 Go
Paid-Outs
Date Employee Vendor Payout Reason Payment $
Totals: $0.00

This submenu allows the user to view and edit all paid outs that have been performed by the salon based on any date range. The interface is very straightforward, and clicking on the individual entry allows the user to edit the payment amount as well as view more detailed data.

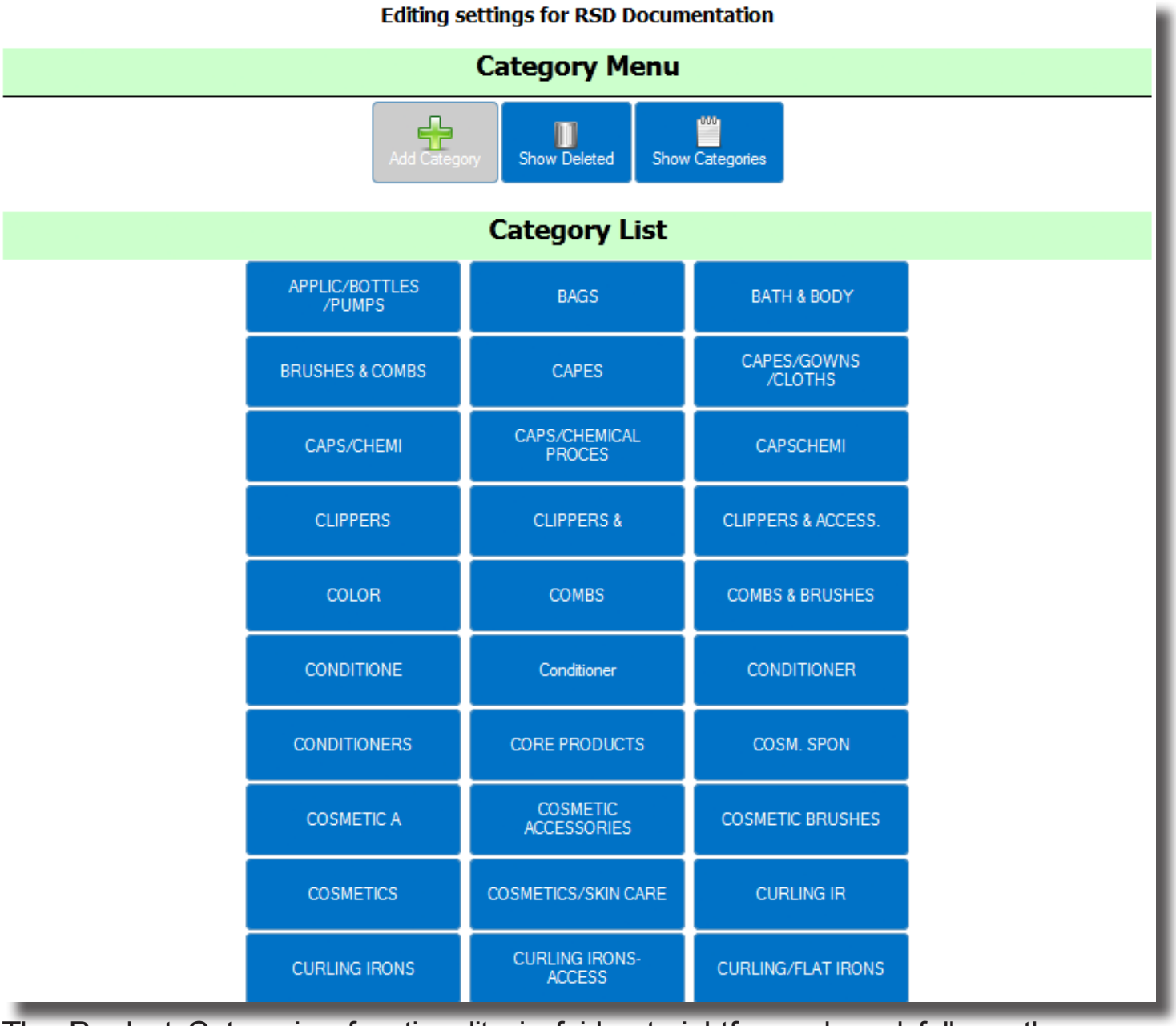
Once the payment amount has been edited, the user needs simply save the changes and they will enter the database with the new value. It is highly advised that the corresponding setting in the POS be set to a very high permission value for you to better secure this particular functionality.

Price Groups



The Price Groups submenu is a little different from the previous ones, though the interface is still quite self-explanatory. Creating and editing new price groups are possible from this screen, as well as creating exceptions. After clicking the exceptions button, the user is taken to a screen where they are to select the employee the exception is meant to apply to.

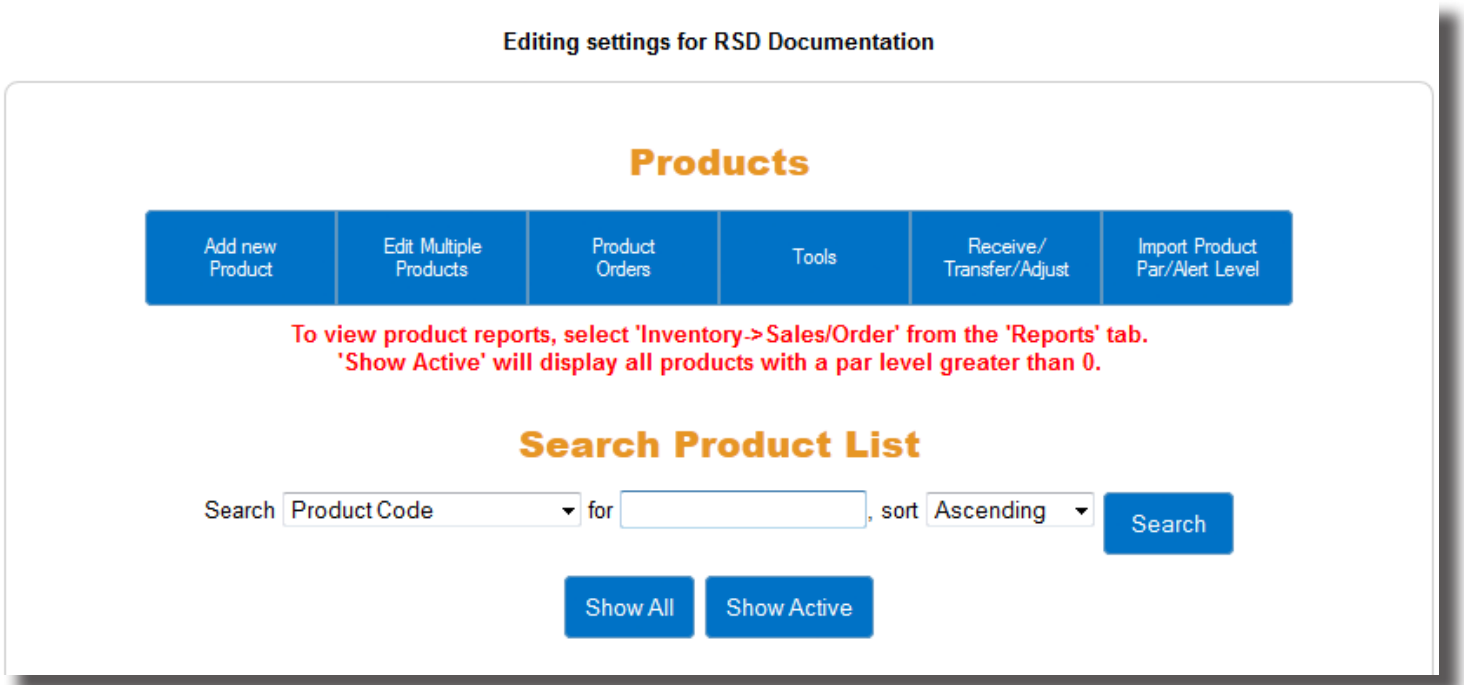
Product Categories



The Product Categories functionality is fairly straightforward, and follows the same interface guidelines as previous submenus. That is to say, clicking on an existing entry will allow you to edit it, and the options to enter new ones are in the buttons listed in the upper portion of the interface.

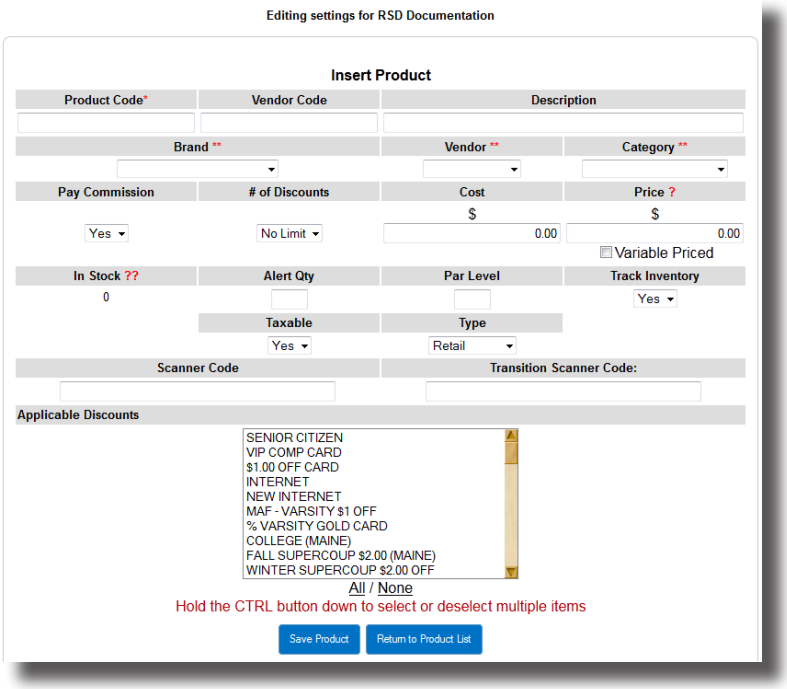
Clicking the “Add Category” button populates the menu above where the user may input the desired name for their new product category. Clicking Save should populate the next screen, showing successful capture of the data.

Products



The products functionality of the iOffice does not differ that much from the SuperSalon point-of-sale system, but the interface may seem confusing to some when they first see. This simple and elegant initial menu allows the user to search current products, add new ones, place product orders, perform inventory management, or import par levels from other locations.

Before diving headlong into this section, it would be best to know some basic terminology when it comes to product inventory management. The user will find all of these terms interchangeable with the functionality of the SuperSalon system as well.



Product Terminology

Product Code

Enter any unique numeric code for this product. Usually this will be a 4 digit number that corresponds to a price tag you might stick on the bottle. The receptionist can key this number in during a sale to add the product. You may use alpha-numeric product codes; however, we suggest you use numeric product numbers. The reason for this is SuperSalon / iOffice's use of keyboard quick key shortcuts. While trying to key in an alpha-numeric product code, you may inadvertently invoke one of these shortcuts.

Description

The product description should show the name of the product and the size. Try to keep the format of the descriptions consistent. They do not need to include redundant information like brand, category or pricing.

Brand, Vendor, and Category

To select a brand, vendor or category, these must first be set up on their respective screens under the Manager tab. This information enables the use of the Quick Pick system and helps for searching and ordering. For instance, you can generate orders by vendor, or search for all products of a specific brand.

Pay Commission

Products with Pay Commission set to "Yes" will be included in the commission calculation on the payroll report assuming that a commission plan is defined. Typically this will be set to "Yes". For special products such as closeout products, owners may wish to not pay commission.

Number of Allowed Discounts

This option allows you to limit the number of discounts that may be used on this product in a single transaction. This can keep someone from ringing up a sale with a senior citizen discount, a newspaper coupon, a $2.00 discount card, and a student discount all on one ticket by limiting the product to one or two discounts. Set to No Limit, if you want to disable it. Applicable discounts can be selected at the bottom of the screen.

#Points to Credit

This field will only appear if the point system is enabled. Enter the number of points that a customer will be credited on their account each time this product is purchased.

#Points to Redeem

This field will only appear if the point system is enabled. Enter the number of points needed before a customer can redeem their points for a discount.

Discount to Use When Redeeming Product

This field will only appear if the point system is enabled. Choose the discount the customer will receive when they redeem their points. You may use any discount you wish. The default discount is the "Redeem Points" discount the system creates when the customer points system is first enabled. This discount is 100% of the cost of the product. The points system only works with discounts which do not have an amount of zero. A discount's amount must be defined.

Cost $

This is what you pay wholesale for the product. This can be left blank, but it is useful to enter an amount so you can see how much you are spending on purchase orders and product profitability on reports. You can report on the value of inventory by cost or retail.

Last Received Cost $

The system will enter the cost for the product from the last order.

Retail $

This is the amount that you sell the product for at retail.

Variable Priced

If you would like the product to be variable priced, choose "Yes" from the drop down. Employees will be able to change the price when a customer is purchasing the product.

In Stock

This is the quantity the computer calculates that you should currently have on hand. You can see how this number was derived by viewing the Inventory Report on the Reports tab (Reports tab → Products → Inventory).

Employee Points

Enter points to assign to an employee who sells this product. These points might be used as incentives and bonuses to encourage employees to offer certain products to customers thereby increasing the per customer transaction amount.

Track Inventory
Select “Yes” from the drop down if you want the system to track the product’s inventory.

Alert Qty
When the quantity on hand reaches the level you set here or below, the next order you create automatically suggests you order whatever quantity it takes to get back to the par level.

Par Level
This is the quantity that you would like to maintain on your shelf. When you display a product Purchase Order, it will show suggested quantities. These quantities are calculated by subtracting the current number on hand from the par level. If the par level is 6, and the number on hand is 3, SuperSalon will suggest ordering 3.

Min/Max Days Cover
This is where you set the minimum and maximum days on hand you would like to have for the product to cover you between orders.

Taxable
This option allows you to set a product as non-taxable. Usually this option will be set to “Yes” in order for proper taxes to be added to sales.

Additional Tax
Additional taxes can be added for specific products. Create the additional tax on the tax setup screen ***(Store Setup tab → Software Settings → Sales → Taxes → Current Taxes → Add Tax)***. Select the Additional Tax button and choose the additional tax to apply to the product.

Additional Tax Behavior
Select the Additional Tax Behavior button to choose whether the additional tax should replace the current tax for the product or add to it. This is useful in situations where a specific product has a higher tax rate than other products you may sell.

Scanner Code/UPC
This field allows you to enter the UPC code for a product. If you are using a barcode scanner you will need to enter these numbers. The quickest way to enter these numbers is by using the barcode scanner. However this method is not available in iOffice.

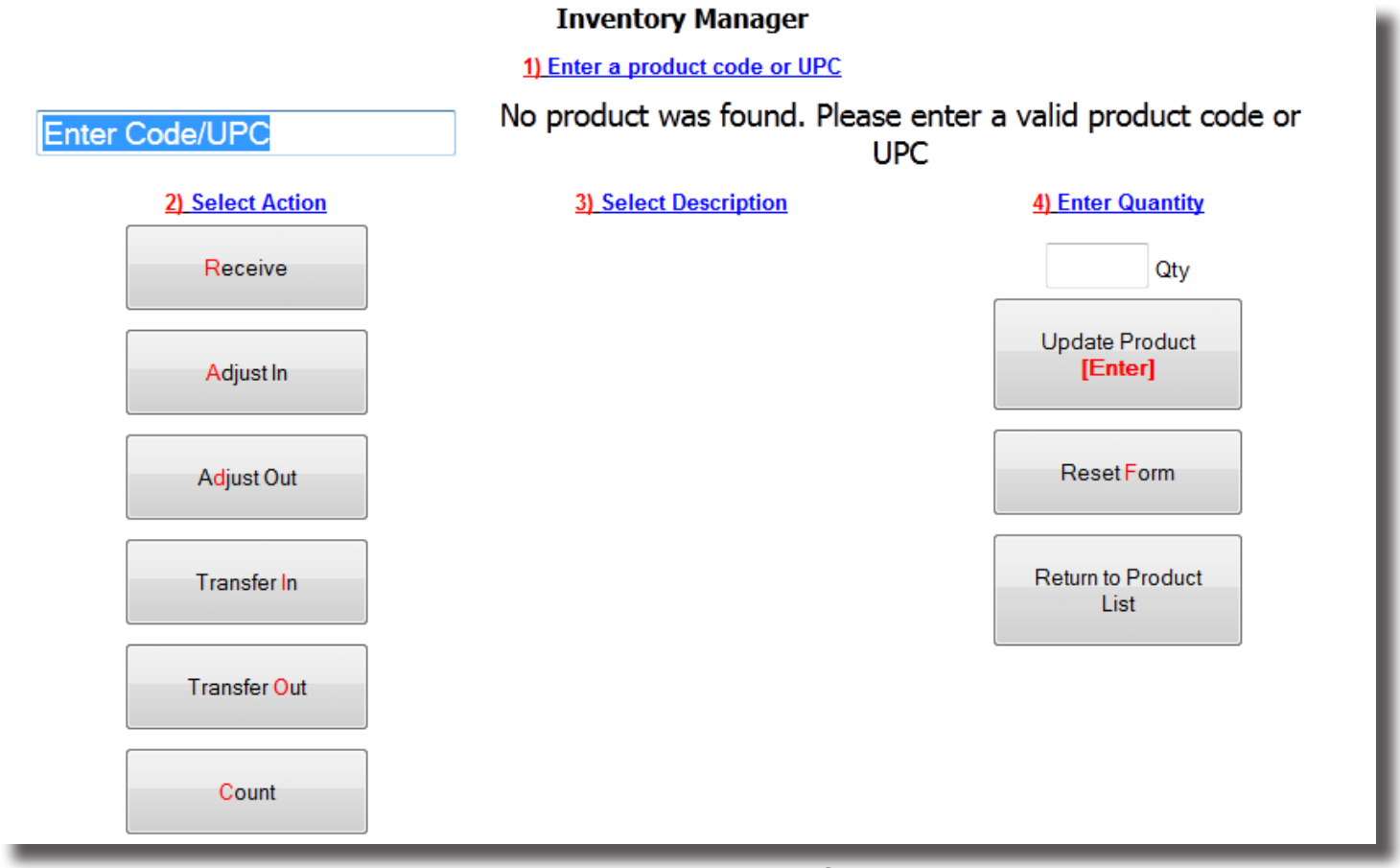
Transition Scanner Code/UPC

This is a special field for use when a particular product is in a transition. For example, a particular product is re-packaged but there are both types in stock. Enter the newly packaged barcode into the Transition Scanner Code/ UPC field and either barcode will bring up the same product.

Applicable Discounts

Choose the discounts you wish to allow for the product. Choose All or None, or use the Ctrl key to choose multiple discounts.

The Inventory Manager



The Inventory Manager is used to receive products in from an order, adjust products when doing inventory, and transferring products to and from the back bar and other salons. This screen is designed to be very fast and efficient. All entries made in the Inventory Manager are shown in the Receive/Transfer/Adjust report ***(Reports tab → Products → Receive/Transfer/Adjust).*** You can view products received (or select adjusted or transferred) for any date range by cost or price. Total value is calculated.

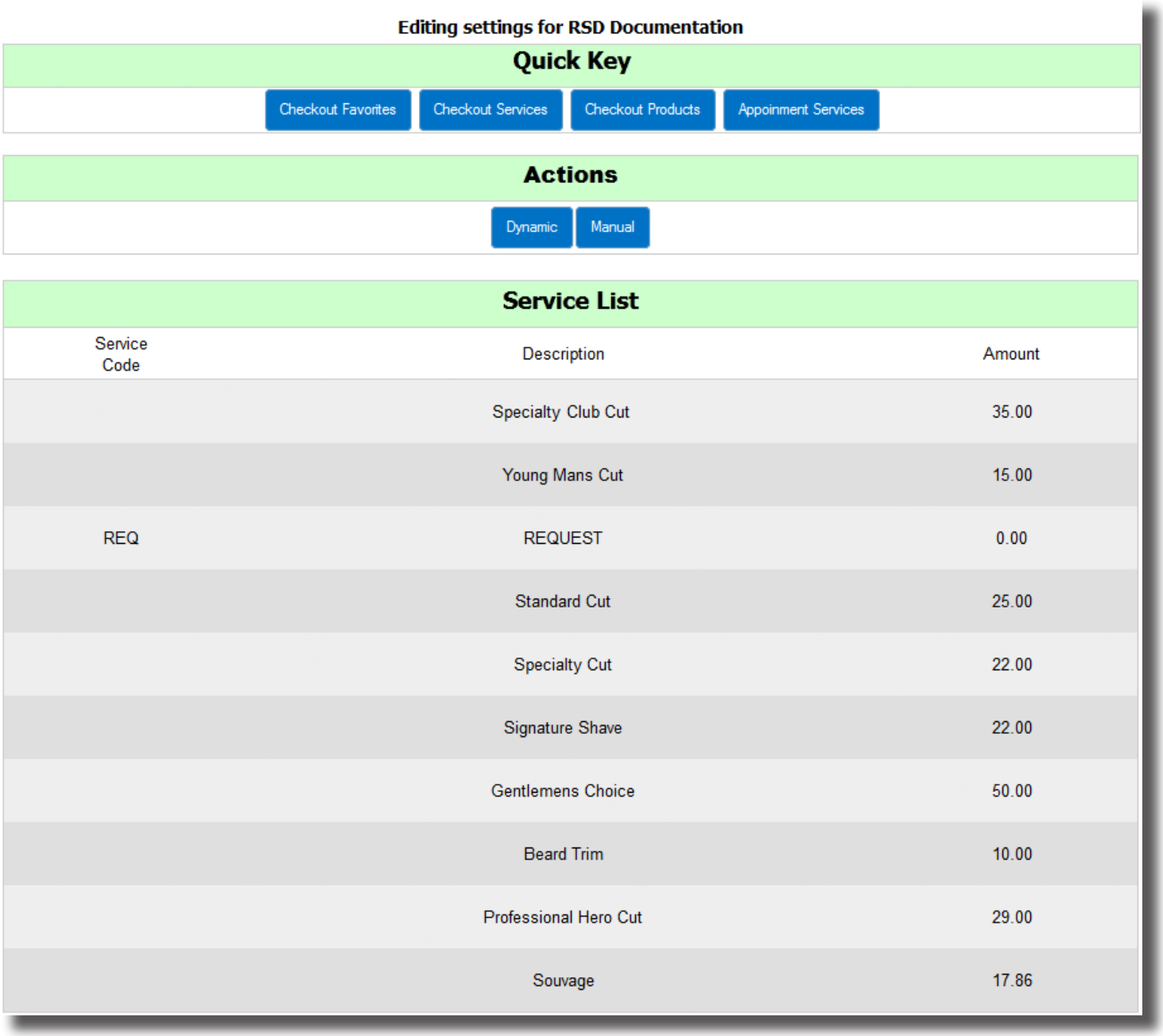
Receive/Adjust In/Adjust Out/Transfer In/Transfer Out/Count

When you start the Inventory Manager screen, the cursor is already in the Code/UPC field. Enter a product number. The product and current quantity will be displayed for confirmation. Select the Receive button (or other button depending on what is needed), select or enter a description if needed, and tab to the Qty field. Enter the quantity and press the Enter key. The cursor will jump back up to the Code/UPC field and the inventory change will be confirmed. Enter the next code and continue:

1. Enter the product code
2. Select the Receive button (or other button depending on what is needed)
3. Select or enter a description
4. Tab to the Qty field and enter a quantity
5. Hit the Enter key. Repeat for the next product.

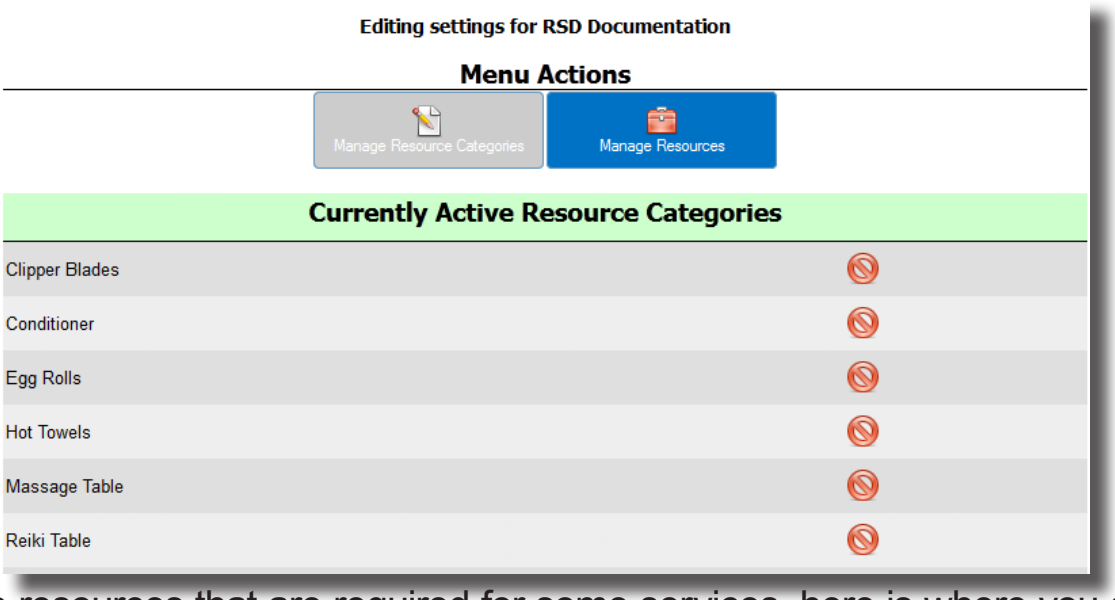
If you make a mistake search for the product on the main products screen or use the Edit Multiple function to find the product and make the correction. Remember that all changes must be sent to the point-of-sales system via standard upload in order to match on both ends.

Quick Keys



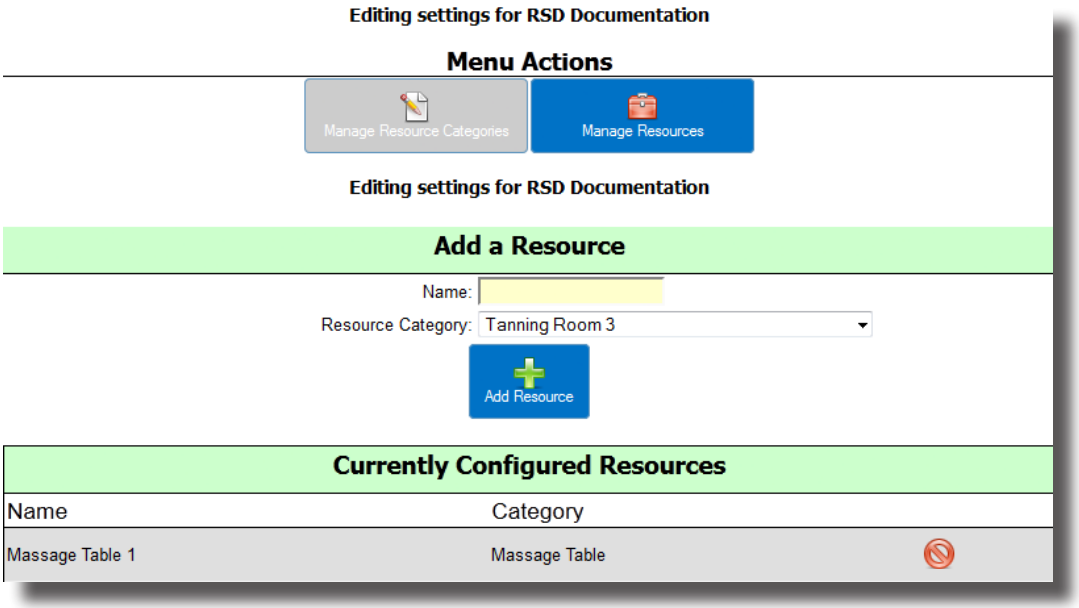
The Quick Keys functionality is illustrated above, and it allows the user to select and order the display of services on the POS end. Ordering them is simply a matter of clicking the appropriate arrows to send the service up or down according to the user's wishes.

Resources

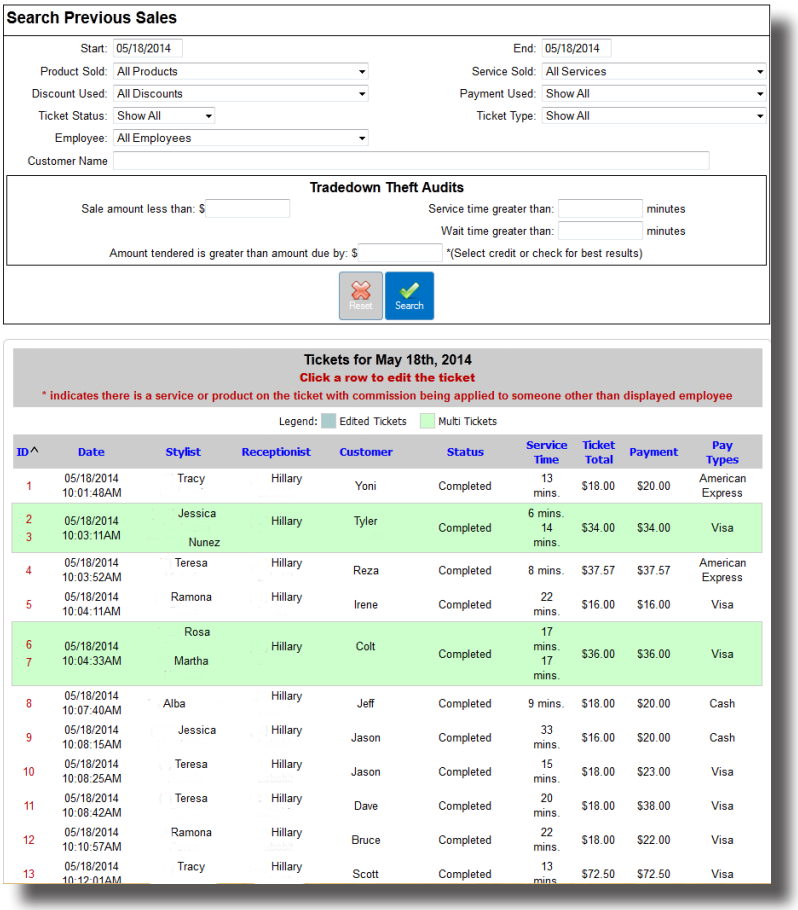


If you have resources that are required for some services, here is where you set these up. Examples might include a massage room for a massage or a tanning bed for a tan. Select the Manage Resource Categories button. Enter a name for the Resource Category and select the Add Category button. Then select the Manage Resources button to add the individual resources. Enter the resource name in the name field and select the Add Resource button. Continue until all of the desired resources are entered.

The Resource Categories will be listed in the Requires Resource drop down on the Edit Service Menu and the resources and Resource Categories are listed on the Appointment screen when using Resource View. When scheduling, you can select specific resources, such as tanning booth #2. Resources can be applied manually or iOffice can assign them for you. Settings for this feature are located at **Store Setup tab → Software Settings → System → Appointments → Manually Assign Resources**.



Search Sales


Search Previous Sales
Start: 05/18/2014
End: 05/18/2014
Product Sold: All Products
Service Sold: All Services
Discount Used: All Discounts
Payment Used: Show All
Ticket Status: Show All
Ticket Type: Show All
Employee: All Employees
Customer Name
Tradedown Theft Audits
Sale amount less than: $
Service time greater than: minutes
Wait time greater than: minutes
Amount tendered is greater than amount due by: $
*(Select credit or check for best results)
Reset
Search
Tickets for May 18th, 2014
Click a row to edit the ticket
* indicates there is a service or product on the ticket with commission being applied to someone other than displayed employee
Legend: Edited Tickets Multi Tickets
ID^ Date Stylist Receptionist Customer Status Service Time Ticket Total Payment Pay Types
1 05/18/2014 10:01:48AM Tracy Hillary Yoni Completed 13 mins. $18.00 $20.00 American Express
2 3 05/18/2014 10:03:11AM Jessica Nunez Hillary Tyler Completed 6 mins. 14 mins. $34.00 $34.00 Visa
4 05/18/2014 10:03:52AM Teresa Hillary Reza Completed 8 mins. $37.57 $37.57 American Express
5 05/18/2014 10:04:11AM Ramona Hillary Irene Completed 22 mins. $16.00 $16.00 Visa
6 7 05/18/2014 10:04:33AM Rosa Martha Hillary Colt Completed 17 mins. 17 mins. $36.00 $36.00 Visa
8 05/18/2014 10:07:40AM Alba Hillary Jeff Completed 9 mins. $18.00 $20.00 Cash
9 05/18/2014 10:08:15AM Jessica Hillary Jason Completed 33 mins. $16.00 $20.00 Cash
10 05/18/2014 10:08:25AM Teresa Hillary Jason Completed 15 mins. $18.00 $23.00 Visa
11 05/18/2014 10:08:42AM Teresa Hillary Dave Completed 20 mins. $18.00 $38.00 Visa
12 05/18/2014 10:10:57AM Ramona Hillary Bruce Completed 22 mins. $18.00 $22.00 Visa
13 05/18/2014 10:12:01AM Tracy Hillary Scott Completed 13 mins. $72.50 $72.50 Visa

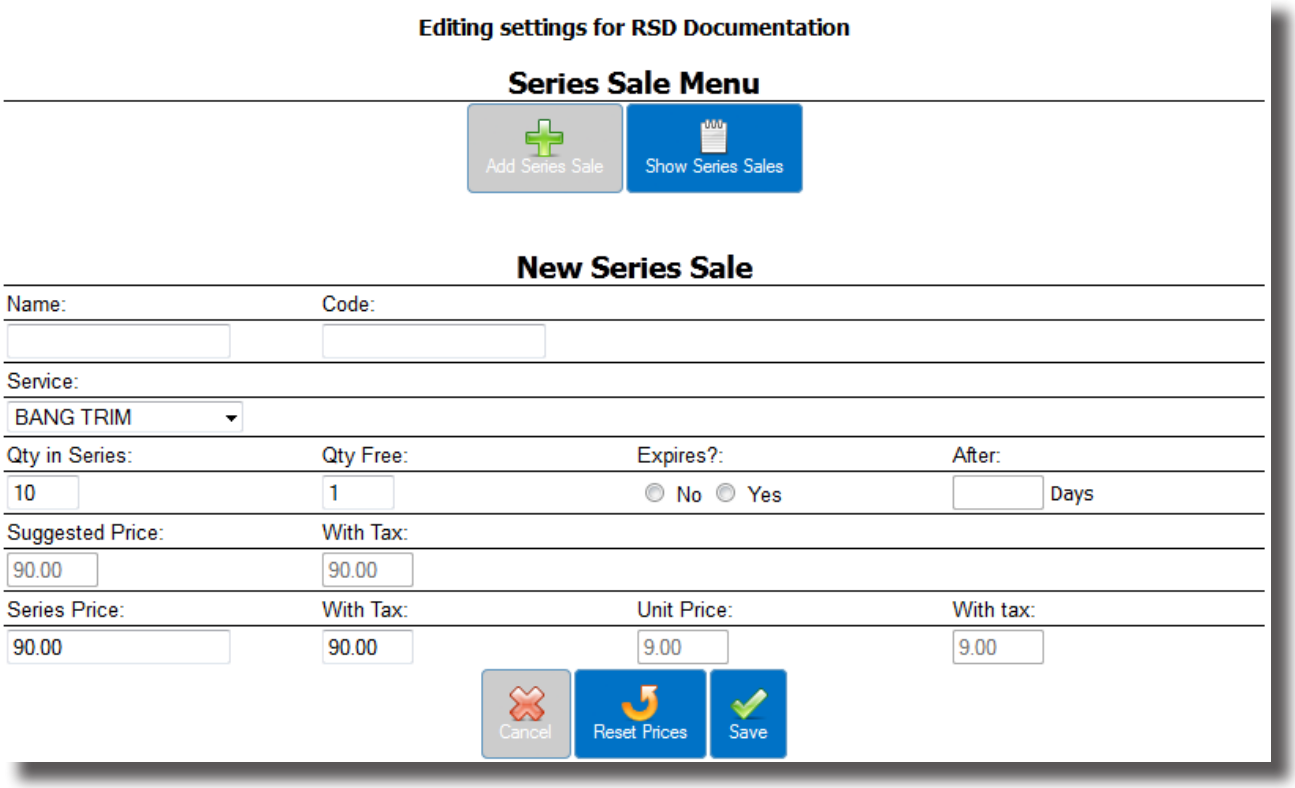
The search sales screen is easily the most used auditing tool for getting specific information on specific tickets that have been run through the system at any time. This list will be as up-to-date as the most current upload from the SuperSalon point-of-sale system at the salon itself, and it gives users the ability to look at specific details from tickets of the current day or any day past.

The filters at the top of the page allow the user to tweak their search criteria to cover everything from payment method, service rendered, to individual stylist who performed the service on the ticket. Due to the iOffice version not being connected to any hardware sales terminal, the tickets can only be viewed in this environment and not edited or voided. If the user finds any mistakes that need to be corrected on any tickets through this medium, they should have either the manager on duty at the salon, or technical support make the proper adjustments at the point-of-sale level, and re-upload the data.

Clicking on the individual ticket brings up all of the pertinent information such as stylist name, sales total, and service rendered.

Series

Series Sales are those that require customers to prepay for a series of services to be performed in the future. Tanning packages, regular eyebrow treatments, etc. fall into this category. The screen above is where this is set up. It displays any series sales that you may have previously set up, and gives the user the ability to edit, delete, or create new ones.



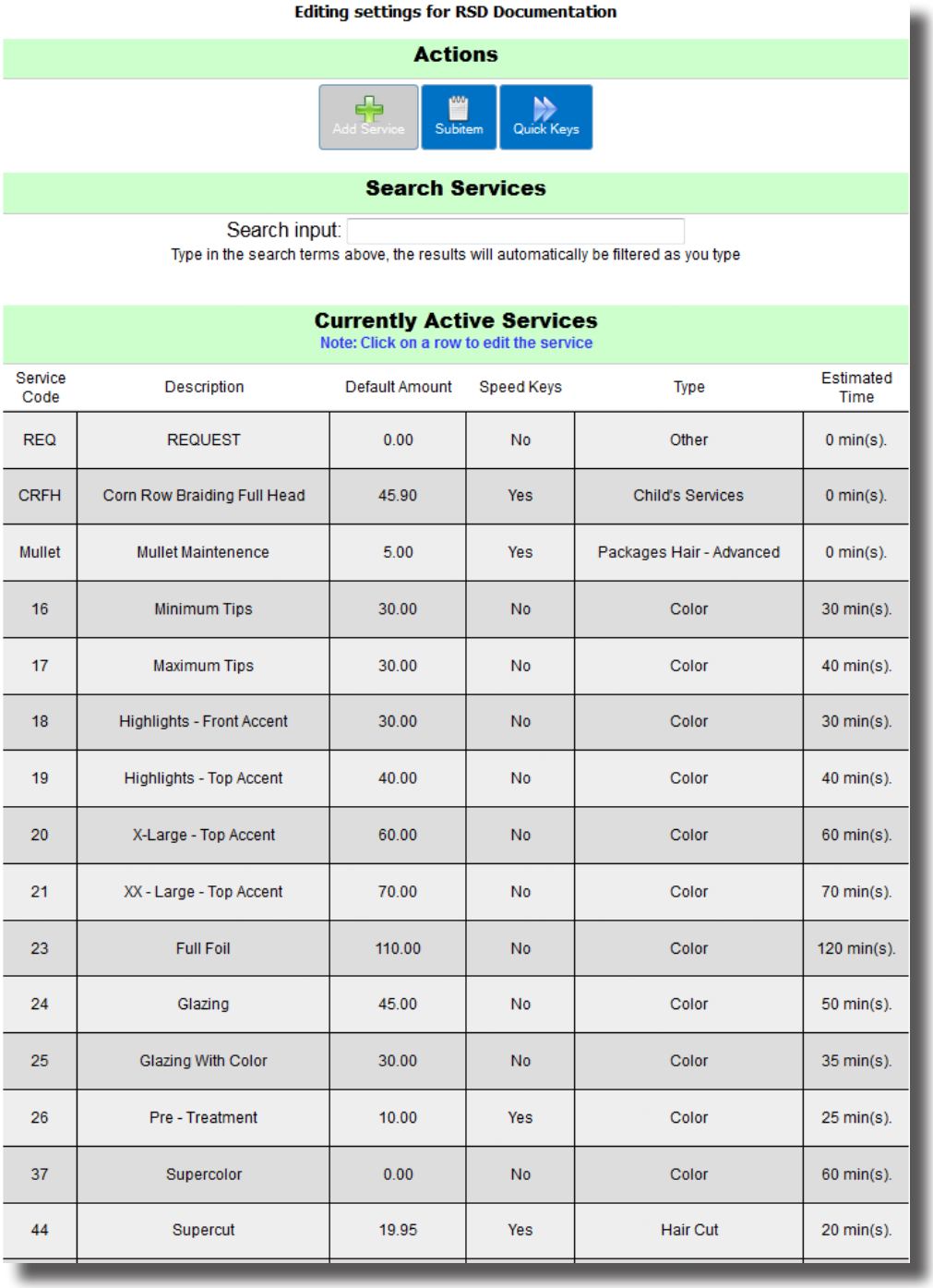
Creating a new series sale is as easy as clicking the “Add Series” sale which brings up the appropriate screen, then select the service you wish to have it apply to from the drop-down list that propagates under “Service”. Enter the quantity, and the schedule or regularity of any free services in the future for participating in the series. After configuring this from iOffice, be sure to have the salon perform a standard upload to move the settings down to the POS as well.

Service Categories

Service Categories can be viewed, edited, and created in this screen. The interface and method of navigation are exactly the same as the two previous submenus, and the user is given complete freedom to create whatever category they need. However as with most things done in the iOffice environment, a standard upload from the point-of-sale system at the salon will carry the settings back to the computer as well.

Also one should not forget to configure their services after performing any edits or additions. This will prevent firing off of any reporting metrics, and go a long way in making sure that all information is homogenous between the POS and iOffice.

Services



Editing settings for RSD Documentation

Actions

Add Service | Subitem | Quick Keys

Search Services

Search input:

Type in the search terms above, the results will automatically be filtered as you type

Currently Active Services

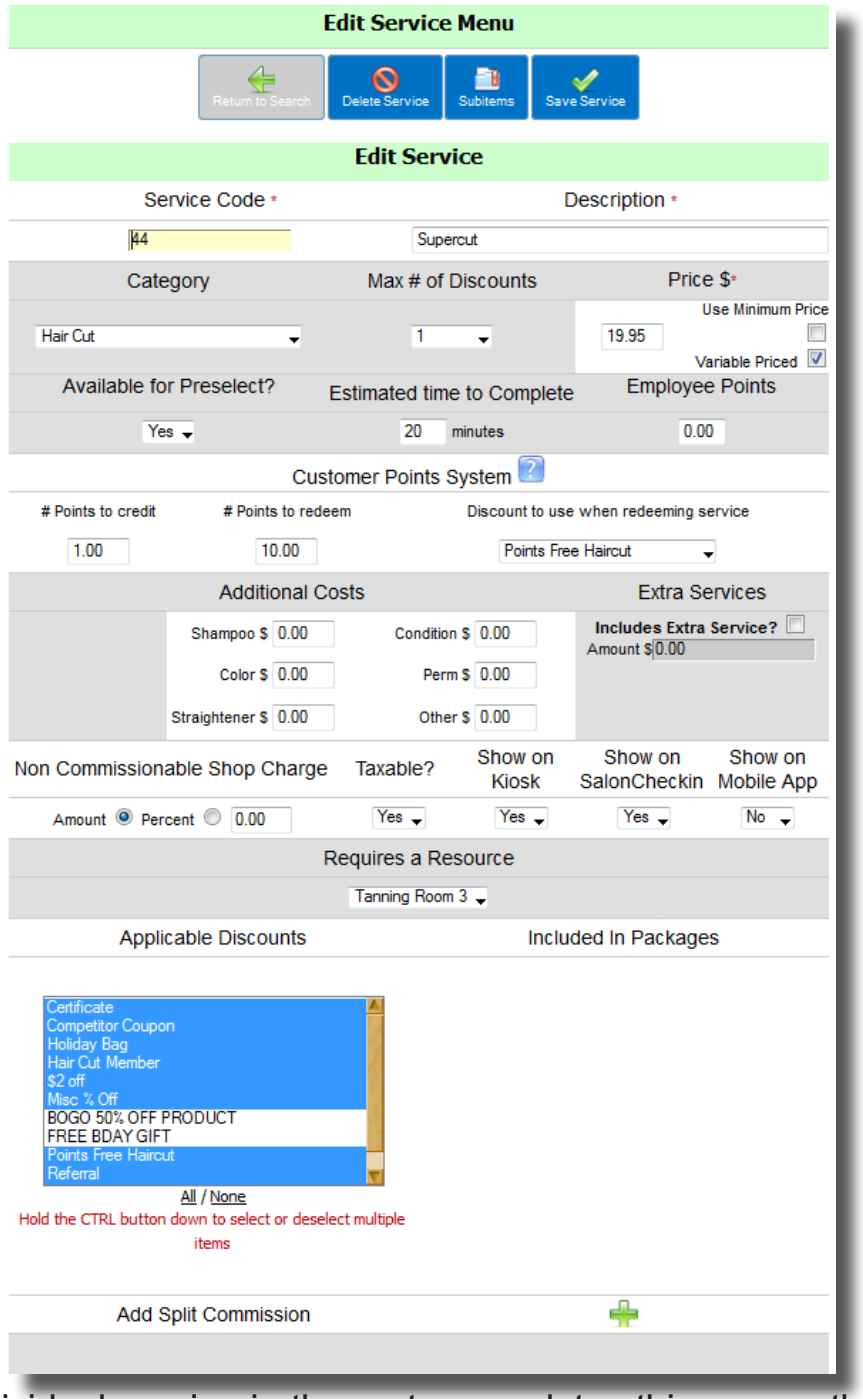
Note: Click on a row to edit the service

Service Code	Description	Default Amount	Speed Keys	Type	Estimated Time
REQ	REQUEST	0.00	No	Other	0 min(s).
CRFH	Corn Row Braiding Full Head	45.90	Yes	Child's Services	0 min(s).
Mullet	Mullet Maintenence	5.00	Yes	Packages Hair - Advanced	0 min(s).
16	Minimum Tips	30.00	No	Color	30 min(s).
17	Maximum Tips	30.00	No	Color	40 min(s).
18	Highlights - Front Accent	30.00	No	Color	30 min(s).
19	Highlights - Top Accent	40.00	No	Color	40 min(s).
20	X-Large - Top Accent	60.00	No	Color	60 min(s).
21	XX - Large - Top Accent	70.00	No	Color	70 min(s).
23	Full Foil	110.00	No	Color	120 min(s).
24	Glazing	45.00	No	Color	50 min(s).
25	Glazing With Color	30.00	No	Color	35 min(s).
26	Pre - Treatment	10.00	Yes	Color	25 min(s).
37	Supercolor	0.00	No	Color	60 min(s).
44	Supercut	19.95	Yes	Hair Cut	20 min(s).

This area of iOffice holds both the roster in the ability to edit and add services for the SuperSalon point-of-sale system. This screen stays in communication with the POS via the upload functionality, such as with most things in the iOffice environment, an upload will need to be performed for the changes to be carried down to the salon level.

Though most of the menu buttons at the top of the screen are self-explanatory, the Quick Key functionality governs how services are displayed in the point-of-sale as far as their order.

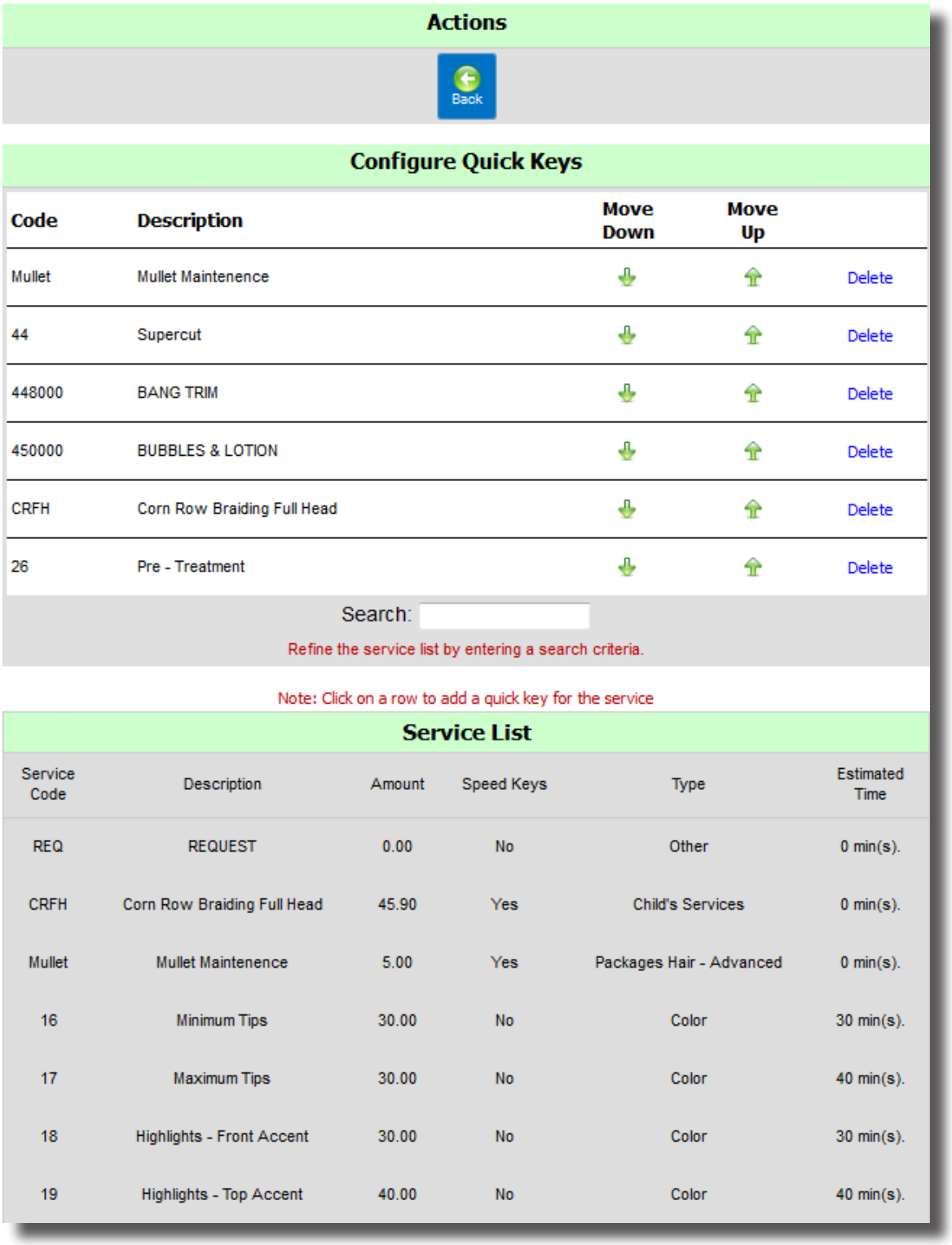
Services - Editing Services



Clicking on an individual service in the roster populates this screen that gives the user the ability to make necessary changes to existing services. Everything from actual price to what discounts can and cannot be applied can be configured from here.

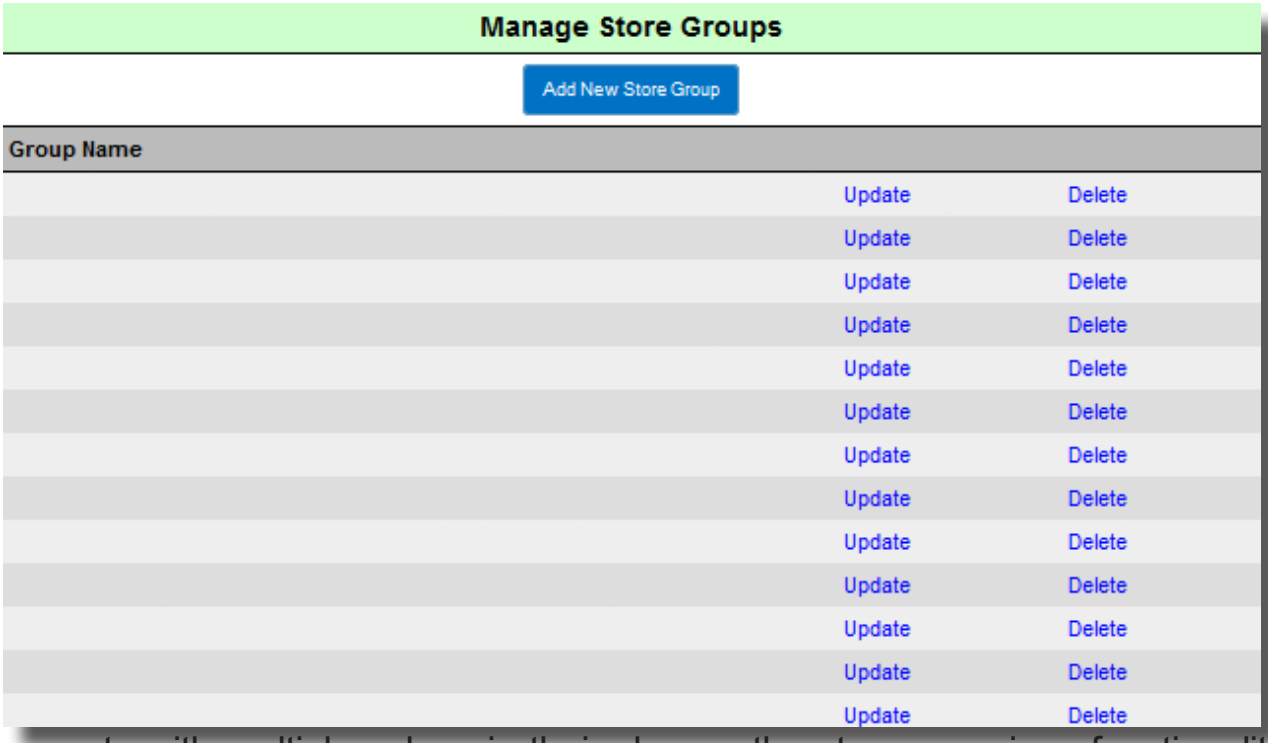
The “Add Service” button at the top of the Services screen will take the user to a similar submenu as this, only completely blank and ready to be completed and saved.

Services - Quick Key Configuration



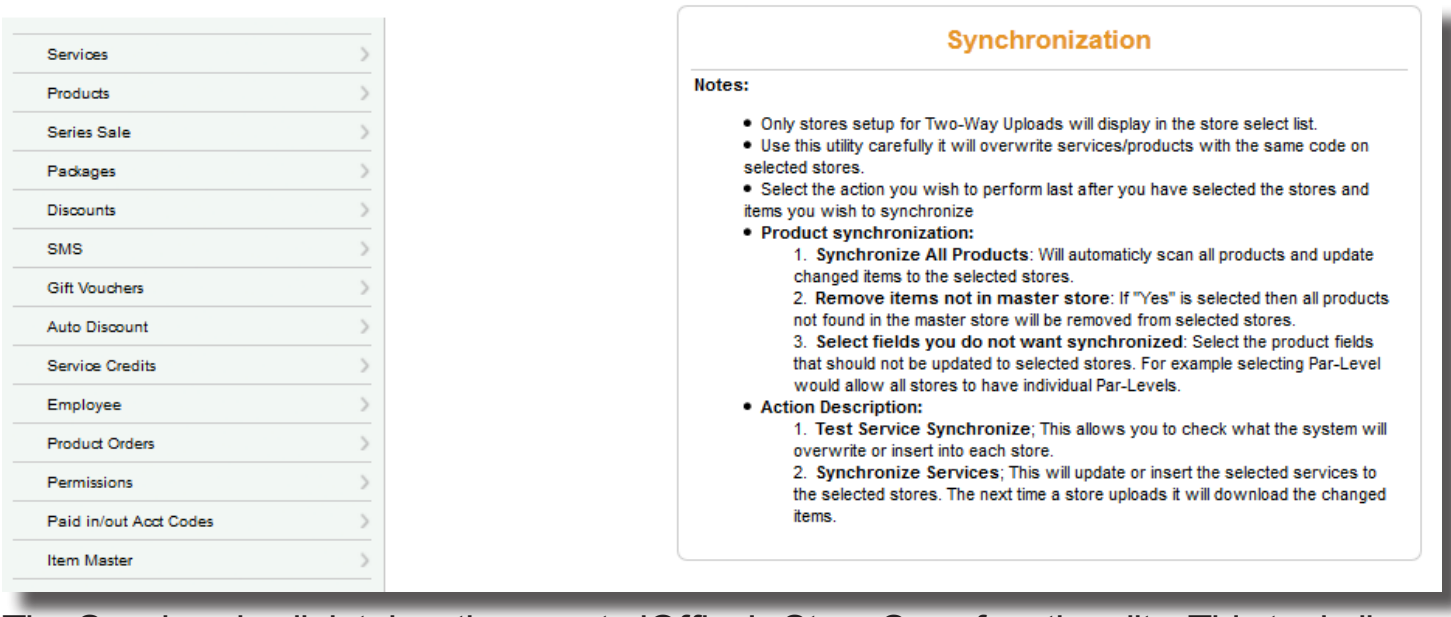
The Quick Keys functionality is illustrated above, and it allows the user to select and order the display of services on the POS end. Ordering them is simply a matter of clicking the appropriate arrows to send the service up or down according to the user's wishes.

Store Groupings



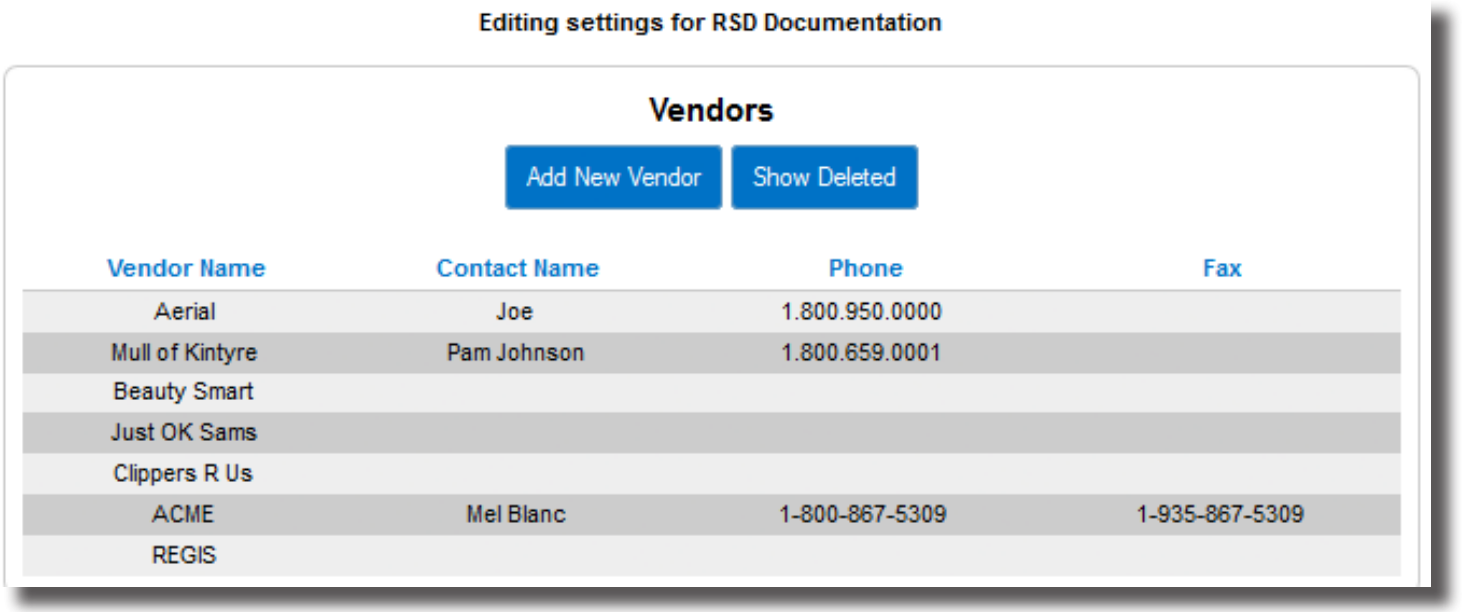
For accounts with multiple salons in their charge, the store groupings functionality will allow them to manage and update their various groups they have individual salons separated into. The interface is very straightforward, and adding a new store groupings as easy as clicking the button at the very top of the menu.

Synchronize

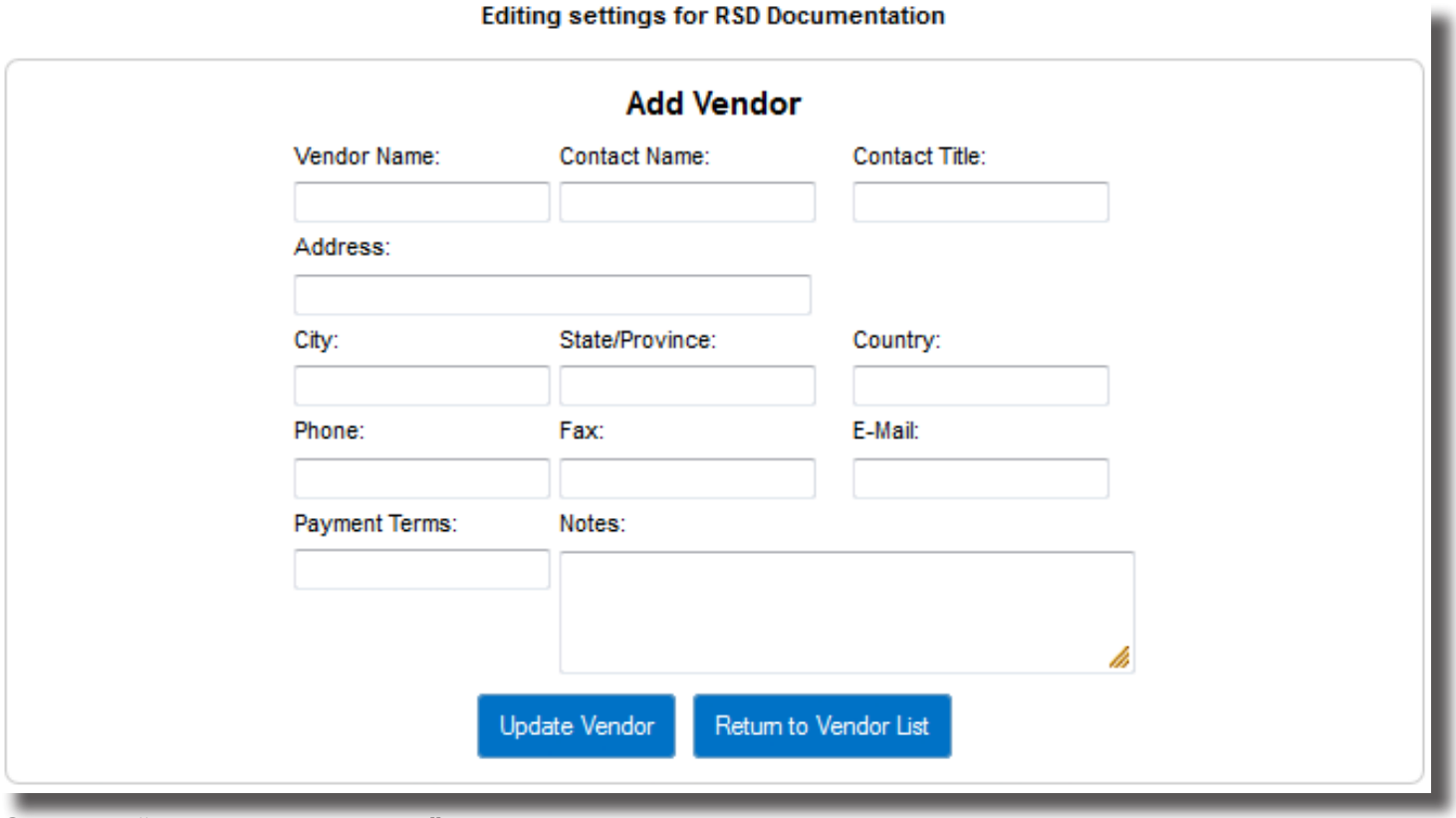

Services
Products
Series Sale
Packages
Discounts
SMS
Gift Vouchers
Auto Discount
Service Credits
Employee
Product Orders
Permissions
Paid in/out Acct Codes
Item Master
Synchronization
Notes:
Only stores setup for Two-Way Uploads will display in the store select list.
Use this utility carefully it will overwrite services/products with the same code on selected stores.
Select the action you wish to perform last after you have selected the stores and items you wish to synchronize
Product synchronization:
1. Synchronize All Products: Will automaticly scan all products and update changed items to the selected stores.
2. Remove items not in master store: If "Yes" is selected then all products not found in the master store will be removed from selected stores.
3. Select fields you do not want synchronized: Select the product fields that should not be updated to selected stores. For example selecting Par-Level would allow all stores to have individual Par-Levels.
Action Description:
1. Test Service Synchronize; This allows you to check what the system will overwrite or insert into each store.
2. Synchronize Services; This will update or insert the selected services to the selected stores. The next time a store uploads it will download the changed items.

The Synchronize link takes the user to iOffice's Store Sync functionality. This tool allows owners and their delegated managers the ability to move services, products, discounts, and other aspects of the SuperSalon POS system from one salon's PC to another. This functionality will be explained in greater detail in the guide under "Part 7: Store Sync".

Vendors

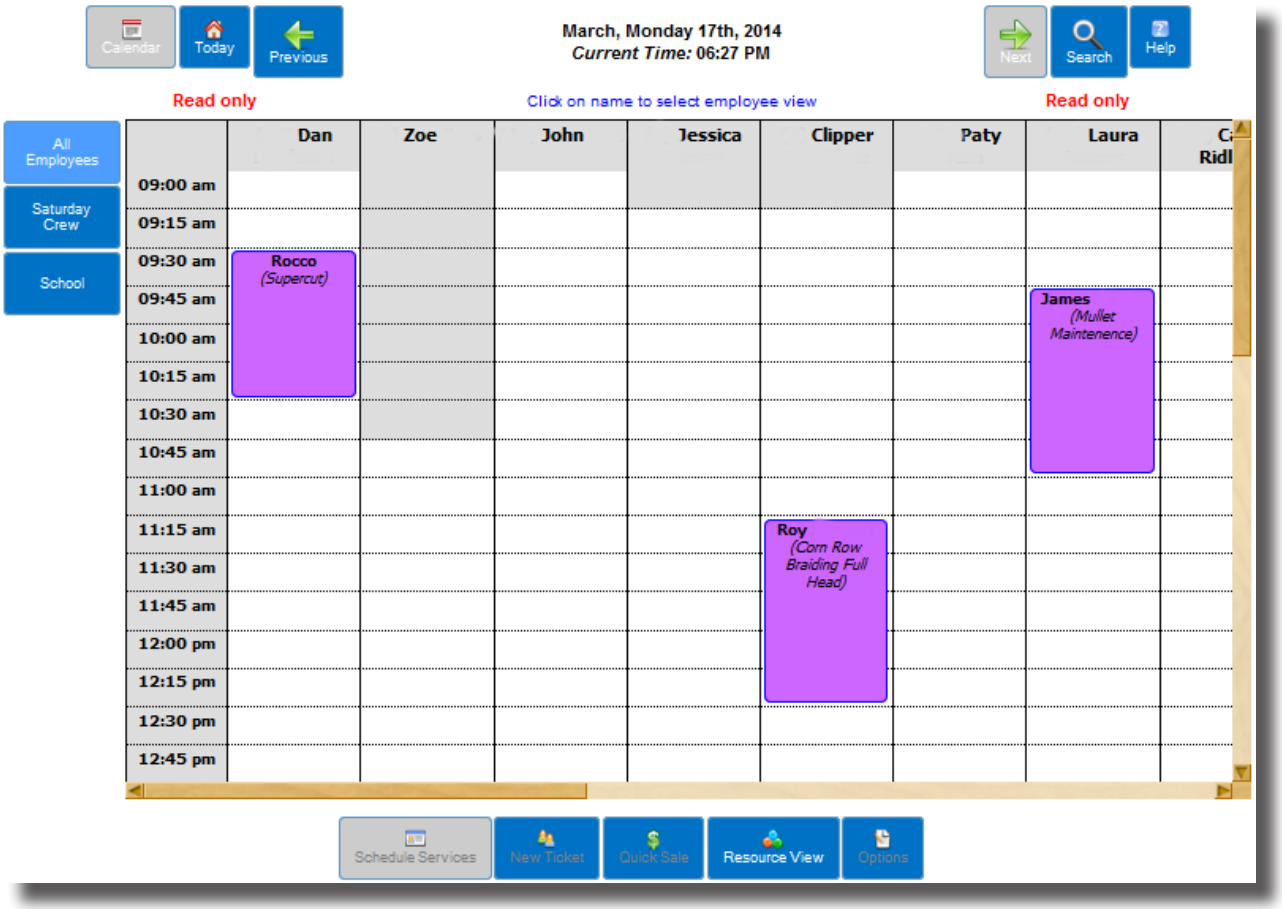


The Vendors submenu allows the user to view, edit, and add their partnered merchants to the system. These may already be set up and configured by the applicable corporate headquarters, but they can be changed and added to as the user sees fit.



Clicking “Add New Vendor” takes the user to the above screen where they can input the information of the new vendor. Clicking on the name of an existing vendor populates a similar screen where changes can be made and saved to those entries.

Part Eighteen: The Appointments Tab

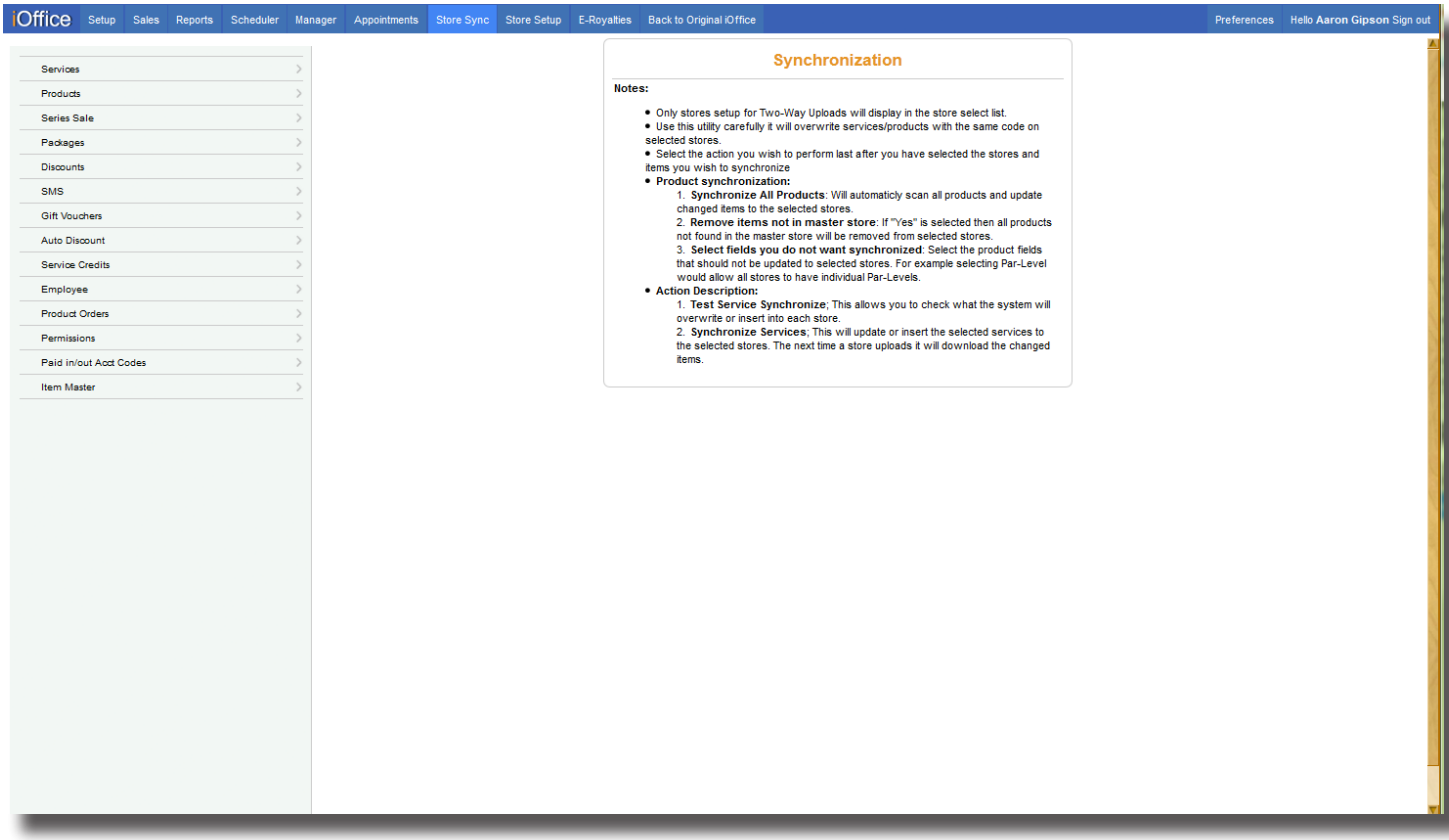


The Appointments tab in iOffice is a read only version of the Appointments tab on the SuperSalon point-of-sale system installed at the salon. Here, users can view and audit all past and present appointments, as well as view new ones. However, this functionality is completely optional. Some salons that perform their services on a walk-in only basis will not find very much usefulness in this feature.

The Appointments functionality can be turned off or on by going into **Store Setup Tab (In iOffice / Setup in the POS)→ Software Settings → System → Appointments → Show Appointment Tab**. If this feature is activated in iOffice, the salon must make a standard upload, and then press F5 to refresh the browser in order for the Appointments tab to appear.

The primary interface will show all scheduled and working employees as well as available and blocked times. The Appointments tab takes information directly from the Scheduler functionality and applies it to its timing matrix. This should be taken into account when scheduling and booking appointments due to possible overtime hours or substitutions of staff.

Part Nineteen: Store Sync

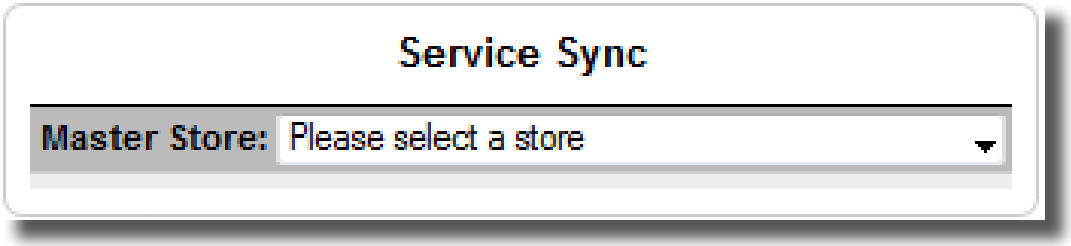

iOffice
Setup
Sales
Reports
Scheduler
Manager
Appointments
Store Sync
Store Setup
E-Royalties
Back to Original iOffice
Preferences
Hello Aaron Gipson Sign out
Services
Products
Series Sale
Packages
Discounts
SMS
Gift Vouchers
Auto Discount
Service Credits
Employee
Product Orders
Permissions
Paid in/out Acct Codes
Item Master
Synchronization
Notes:
Only stores setup for Two-Way Uploads will display in the store select list.
Use this utility carefully it will overwrite services/products with the same code on selected stores.
Select the action you wish to perform last after you have selected the stores and items you wish to synchronize
Product synchronization:
1. Synchronize All Products: Will automaticly scan all products and update changed items to the selected stores.
2. Remove items not in master store: If "Yes" is selected then all products not found in the master store will be removed from selected stores.
3. Select fields you do not want synchronized: Select the product fields that should not be updated to selected stores. For example selecting Par-Level would allow all stores to have individual Par-Levels.
Action Description:
1. Test Service Synchronize; This allows you to check what the system will overwrite or insert into each store.
2. Synchronize Services; This will update or insert the selected services to the selected stores. The next time a store uploads it will download the changed items.

This iOffice feature allows businesses more conformity and convenience in regards to their critical settings being present in all salons currently in their account. Everything from services, discounts, employees, and even SMS settings can be transferred from one master store to one or several others with just a few mouse clicks and settings adjustments.

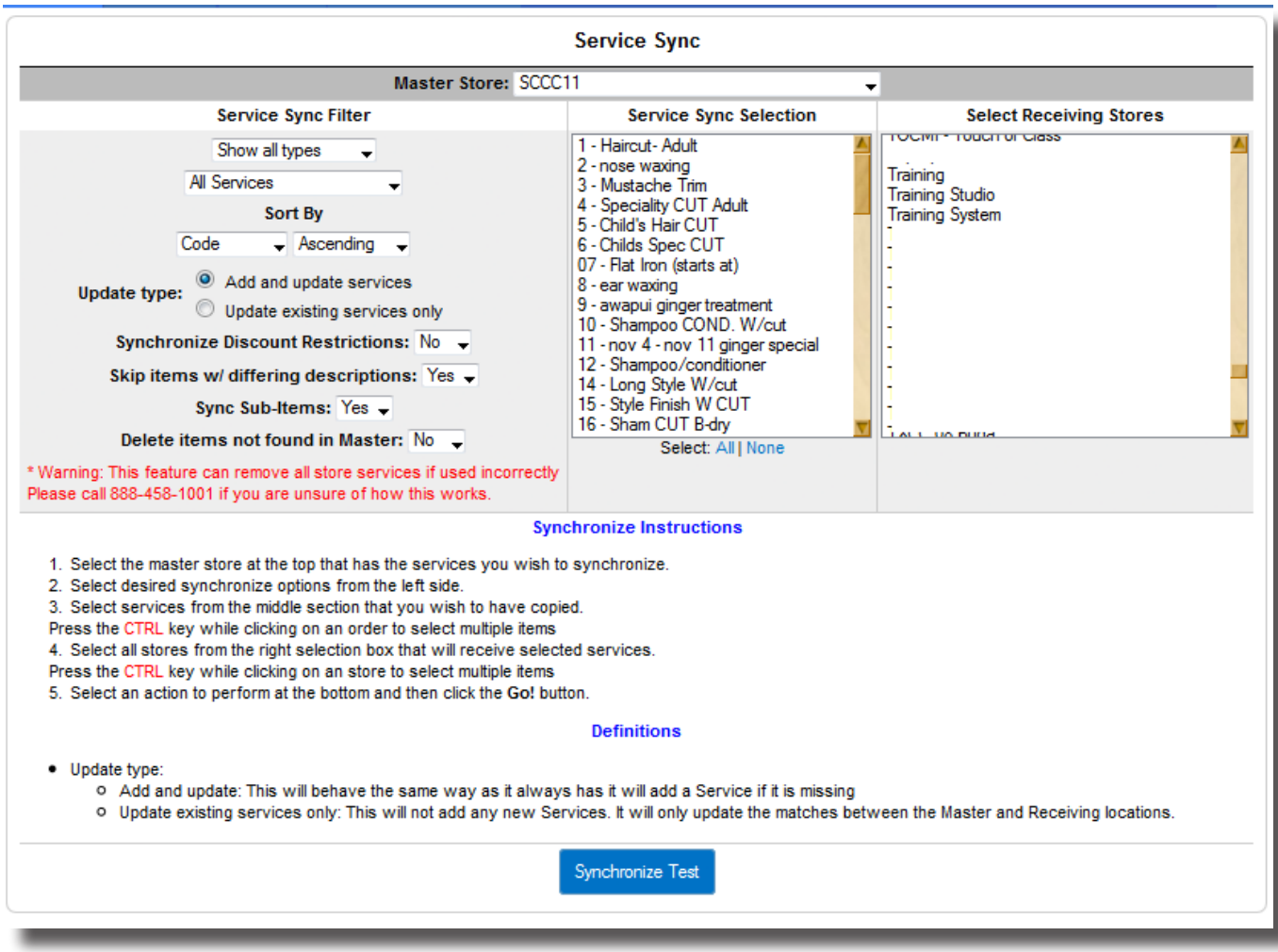
This feature can be quite intimidating due to the large nature of the data migration involved. Rogers Software Technical Support stands by to assist at any time should you have any questions or concerns about this process.

The process is essentially the same for each aspect of the synchronization functionality, and this guide will explain the nature and any differences between them. We will begin with the synchronization of services as this tends to be the most common form of sync to be done with larger accounts.

Syncing Services



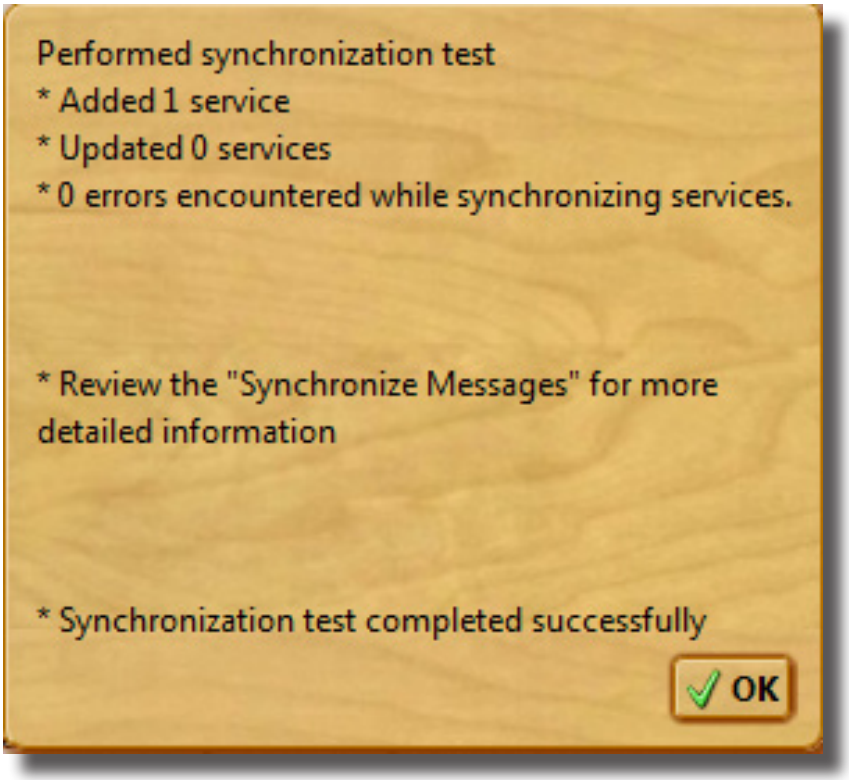
All store synchronizations follow the same basic process in order to correctly transfer the data from one salon to another. The first step is almost always to select the “master” store. This will be the salon that transmits the data from its own database archives to the receiving stores. It is important that the master store represent the exact correct settings you wish to have moved.


Service Sync
Master Store: SCCC11
Service Sync Filter
Show all types
All Services
Sort By
Code
Ascending
Update type:
Add and update services
Update existing services only
Synchronize Discount Restrictions: No
Skip items w/ differing descriptions: Yes
Sync Sub-Items: Yes
Delete items not found in Master: No
* Warning: This feature can remove all store services if used incorrectly
Please call 888-458-1001 if you are unsure of how this works.
Service Sync Selection
1 - Haircut- Adult
2 - nose waxing
3 - Mustache Trim
4 - Speciality CUT Adult
5 - Child's Hair CUT
6 - Childs Spec CUT
07 - Flat Iron (starts at)
8 - ear waxing
9 - awapui ginger treatment
10 - Shampoo COND. W/cut
11 - nov 4 - nov 11 ginger special
12 - Shampoo/conditioner
14 - Long Style W/cut
15 - Style Finish W CUT
16 - Sham CUT B-dry
Select: All | None
Select Receiving Stores
Training
Training Studio
Training System
Synchronize Instructions
1. Select the master store at the top that has the services you wish to synchronize.
2. Select desired synchronize options from the left side.
3. Select services from the middle section that you wish to have copied.
Press the CTRL key while clicking on an order to select multiple items
4. Select all stores from the right selection box that will receive selected services.
Press the CTRL key while clicking on an store to select multiple items
5. Select an action to perform at the bottom and then click the Go! button.
Definitions
Update type:
Add and update: This will behave the same way as it always has it will add a Service if it is missing
Update existing services only: This will not add any new Services. It will only update the matches between the Master and Receiving locations.
Synchronize Test

The next step is to select the options from the left that will correspond with what the user will like to have accomplished with this store synchronization. Pay special attention to these options, as making a mistake could result in one or more databases being either damaged or corrupted if they are configured improperly.

After the owner selects the appropriate options from the left, they can then select the individual services they wish to have synchronized over. Multiple services may be selected by holding down the Ctrl key and clicking on each of them individually. The option to select all is also available with a single click.

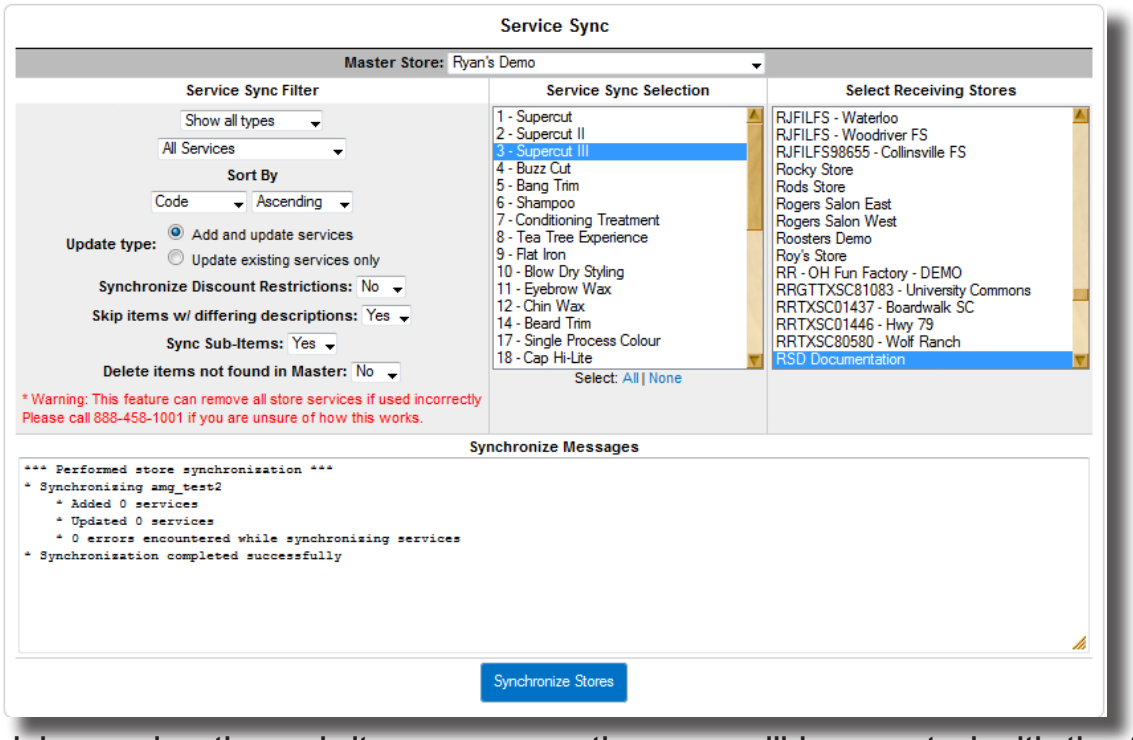
When the services have been selected, the user may then select the receiving salons from the list on the right. As with the services selection, all or multiple salons may be selected with a few mouse clicks. When these have been selected, the user may then click the button at the very bottom of the screen that says “Synchronize Test”


Performed synchronization test
* Added 1 service
* Updated 0 services
* 0 errors encountered while synchronizing services.
* Review the "Synchronize Messages" for more detailed information
* Synchronization test completed successfully
OK

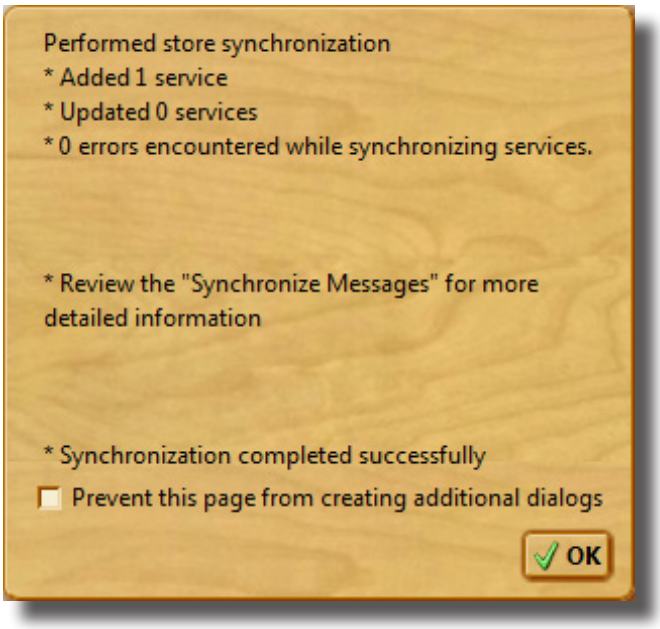
After about 1 to 2 minutes, if all went well, the synchronization test should produce a message similar to the one above. Note that coloration and design are the results of the author’s particular browser settings, and not indicative of all iOffice windows. If the test has completed successfully, the next step is to do the synchronization itself.

Syncing Services - Continued

Clicking “okay” on a test message will take the user back to the previous screen, however in the place of “Synchronize Test”, a new button labeled “Synchronize Stores” will populate at the bottom of the menu. Clicking on that button will set the synchronization functionality in progress and depending on the size of the database and the amount of salons the information has to travel to, the user will be greeted with the following screen for up to several minutes.



When it finishes going through its processes, the user will be greeted with the following success screen. If the operation simply times out, takes longer than an hour to complete, or comes back with an error message, please notify Rogers Software Technical Support immediately.


Performed store synchronization
* Added 1 service
* Updated 0 services
* 0 errors encountered while synchronizing services.
* Review the "Synchronize Messages" for more detailed information
* Synchronization completed successfully
Prevent this page from creating additional dialogs
OK

The Sync Process - In Review

Now that we have successfully synchronized the services between salons, let us review the process, as it is identical with only a few differences with synchronizing other aspects of the database.

1. Choose the database element that you would like to have synchronized.
2. Select the master store from the subsequent drop down to act as the transmitter of data.
3. Configure the options appropriate to your scenario while paying special attention to each of them to ensure no unforeseen mishaps.
4. Select the individual characteristic (service, product, etc.) or characteristics you would like to have synchronized.
5. Choose the salon or salons that are set to be the receiver of the data.
6. Perform synchronization test and wait for the successful message in the subsequent pop up.
7. Perform the actual synchronization and wait for the positive indicator in the form of another pop up.
8. Celebrate the successful synchronization with whatever method is appropriate to your scenario and / or personality.

Store Sync - Products

Synchronizing products involve special attention paid to the details and options involved when first setting it up. Always be mindful of the “Delete Items Not Found in the Master” setting when setting up the synchronization as it will delete anything not found in the master store. Larger accounts with regionally-based products would be most affected by this.

Store Sync - Series Sales

Synchronizing series sales is a very straightforward process that leaves very little room for error or potential tragedy on the part of the user. The process is almost exactly the same as that of synchronizing services, and the synchronization itself takes a relatively short amount of time.

Store Sync - Packages

Salons who engage in package deals will no doubt find the synchronization functionality quite useful. Much like the previous synchronization involving series sales, this particular aspect of the database tends to synchronize quite quickly and easily as well.

Store Sync - Discounts

Synchronizing discounts carries almost as many options as synchronizing products, therefore the user must be very mindful of each checkbox and dropped only have selected before performing the actual synchronization. Deleting discounts not found in the master salon could have disastrous consequences with certain accounts who allow regional managers some leeway as far as promotions and marketing tools.

Store Sync - SMS

Although it is a very straightforward and simple process, synchronizing SMS settings requires the user to be very mindful of exactly which messages they are sending. There is no option to delete any settings or messages in the master store, so there is no real danger should anything go amiss.

Store Sync - Employees

Synchronizing employees is often a necessary action in the case of managers who spend their time in different salons. The synchronization does not synchronize sales history or individual ticket data, only the personal information and possibly the payment details. It should also be noted that commission plans from both the receiving and transmitting stores should be identical in both name and function when synchronizing employees over or there could be payroll issues.

Store Sync - Permissions

Synchronizing permissions is very likely the easiest synchronization to perform, but it also has some of the most wide reaching consequences. Some salons may have special situations where individual employees have different permissions that others at their pay grade do not. A synchronization of all of these settings will override those, and they will need to be reconfigured after the data has been assimilated.

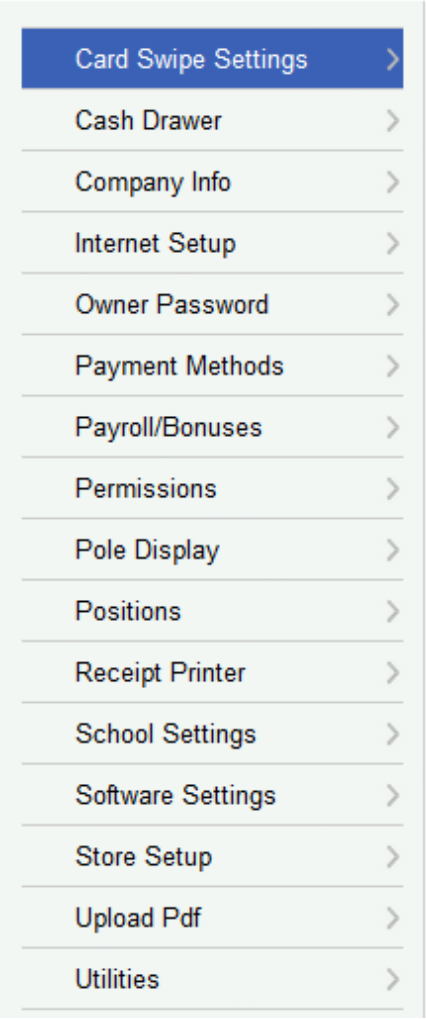
Store Sync - Everything Else

As previously stated the synchronization process is very straight forward, and should not be approached with too much trepidation. The other database elements that can be synchronized (Gift Vouchers, Service Credits, etc.), all follow the same guidelines and do not have very wide reaching consequences should they be done incorrectly.

It should also be kept in mind that Rogers Software Development does in fact keep very extensive backup records of all user databases on both iOffice and POS. If you find yourself in a situation where any kind of store synchronization has resulted in undesirable consequences, the situation is not completely catastrophic. Our system administrators can pull a backup from the server within about 24 hours and reapply the data to either the iOffice or POS end as needed.

Again, Rogers Software Development recommends that you consult with technical support before your very first synchronization to ensure that all details are hammered out in proper order and function before the task is processed.

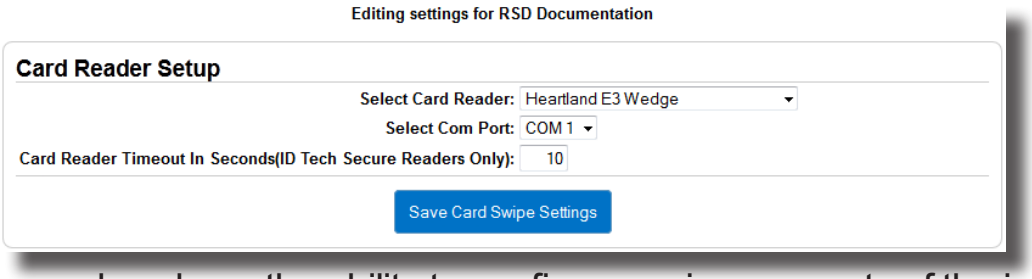
Part Twenty: The Store Setup Tab



This tab contains the screens that comprise the "nuts and bolts" of the SuperSalon point-of-sale system. Several of these submenu items are configurable only from the point-of-sale itself, and not the iOffice interface. They are included in the iOffice environment for viewing purposes, but the functionalities are isolated only to the individual computer housing the SuperSalon program.

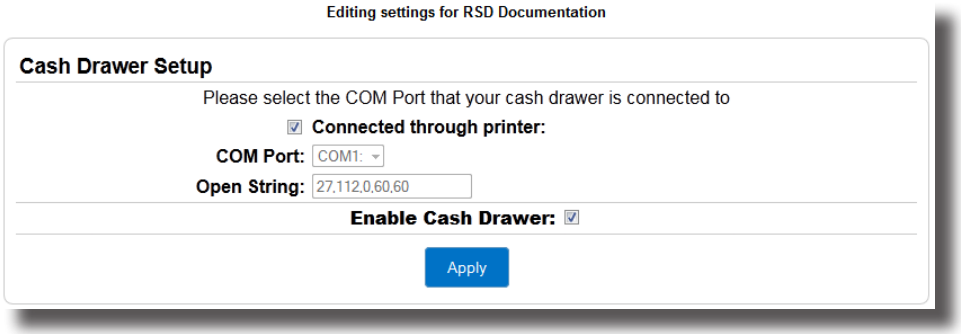
The Setup Tab includes all of the initial setup options to customize iOffice and the SuperSalon POS for your business. Most of these options only need to be set once, but they are available at all times should they need to be changed at either the salon or iOffice level If the entire system was purchased from Rogers Software, many of these options may have already been configured prior to shipping the computer to your location. And as with all major operations on the iOffice platform, a standard upload from the store side POS is required for the settings to migrate.

Card Swipe Settings



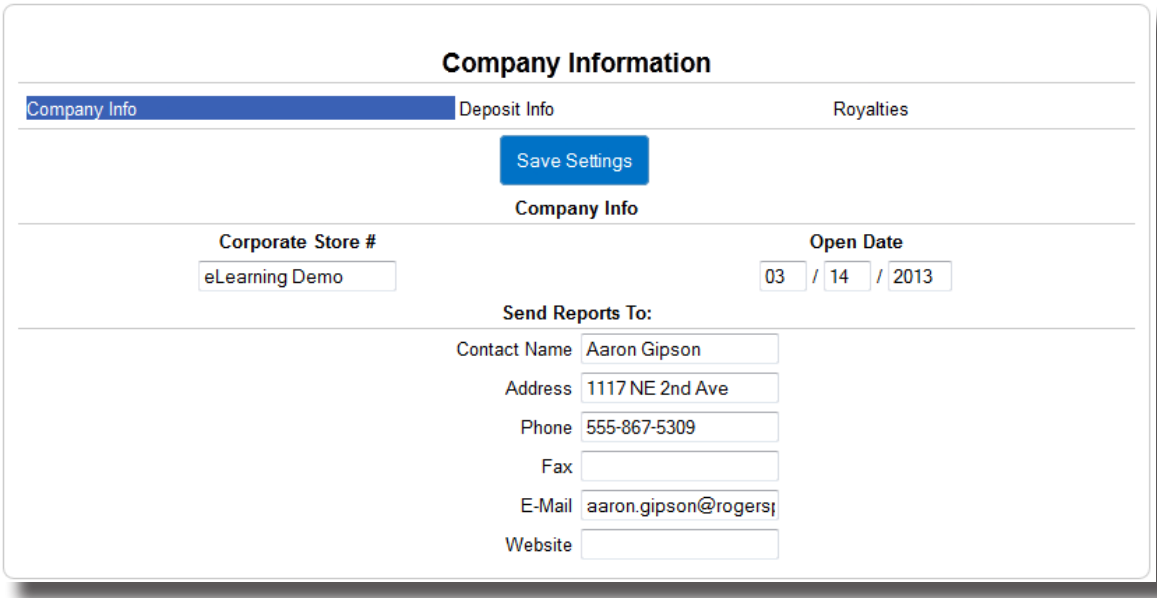
Although the user does have the ability to configure various aspects of the installed card swiper settings from this menu, it is reccommended that these functions be performed live at the salon for testing and accuracy purposes.

Cash Drawer



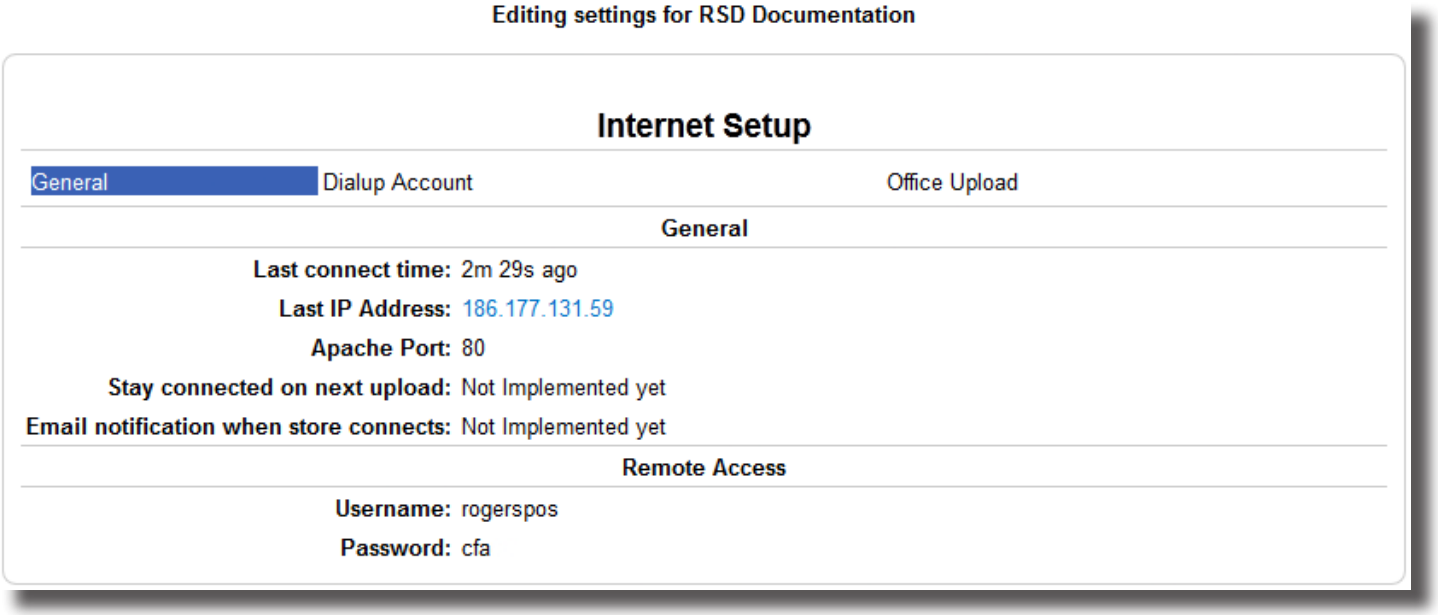
Various aspects of the cash drawer may be configured from this submenu, and an upload will be required for the settings to transfer to the SuperSalon software, and then to the drawer itself.

Company Information



The default view for the Company Info submenu will always be the company info itself, and here is where the user can input the information unique to their store for the purposes of payroll and reporting.

Internet Setup - General



This submenu gives the user access to the SuperSalon point-of-sale system's networking settings. This General button is populated by default when the submenu first loads, and it shows a layout of statuses and the method for remote backdoor access to the SuperSalon system itself.

Last connection time

This time readout indicates the last time the POS connected with iOffice. This is usually the result of an upload, and is a good indicator of how current the iOffice data is at the time.

Last IP Address

This number is in hyperlink format, and shows from what IP address the aforementioned connection was made. Clicking on this link will connect the user to the POS' backdoor (if enabled) and give them direct access of all live SuperSalon functions in real time.

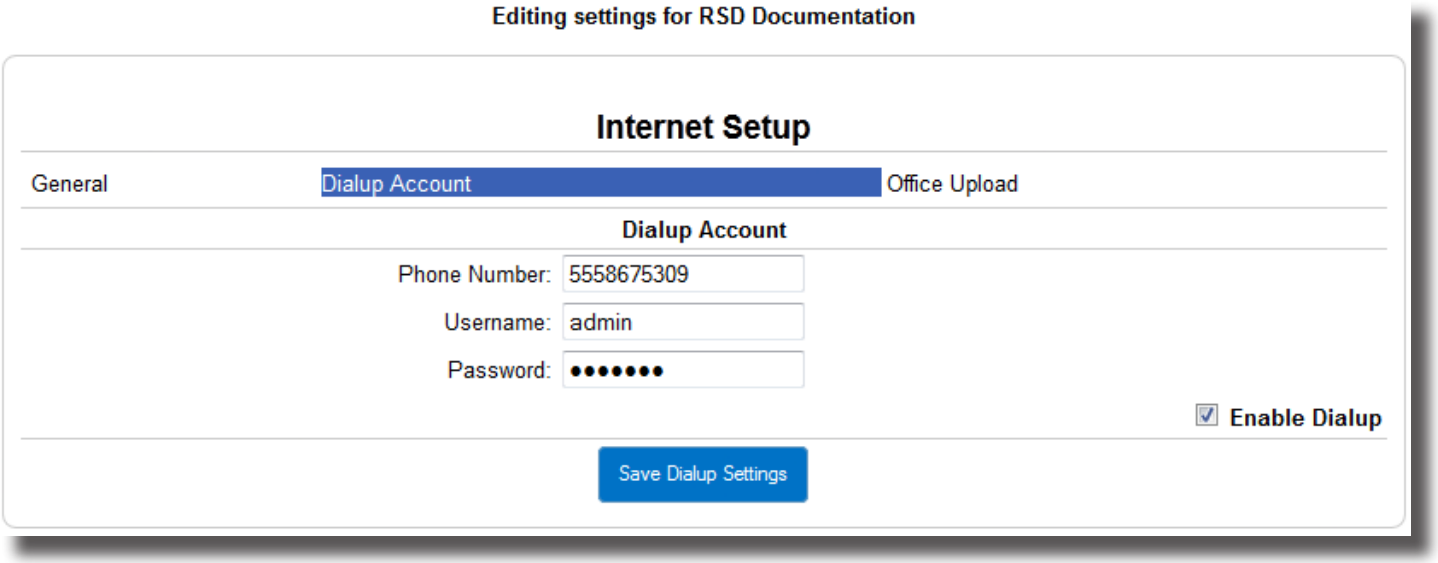
Apache Port

This is the specific port on the router and/ or PC which acts as a gateway for backdoor access. The port will almost always be either 80 or 8080, with a few exceptions in the cases where clients have a more complicated networking setup.

Remote access

This displays the current user name and password that the user will be prompted with when they first connect via backdoor.

Internet Setup - Dialup



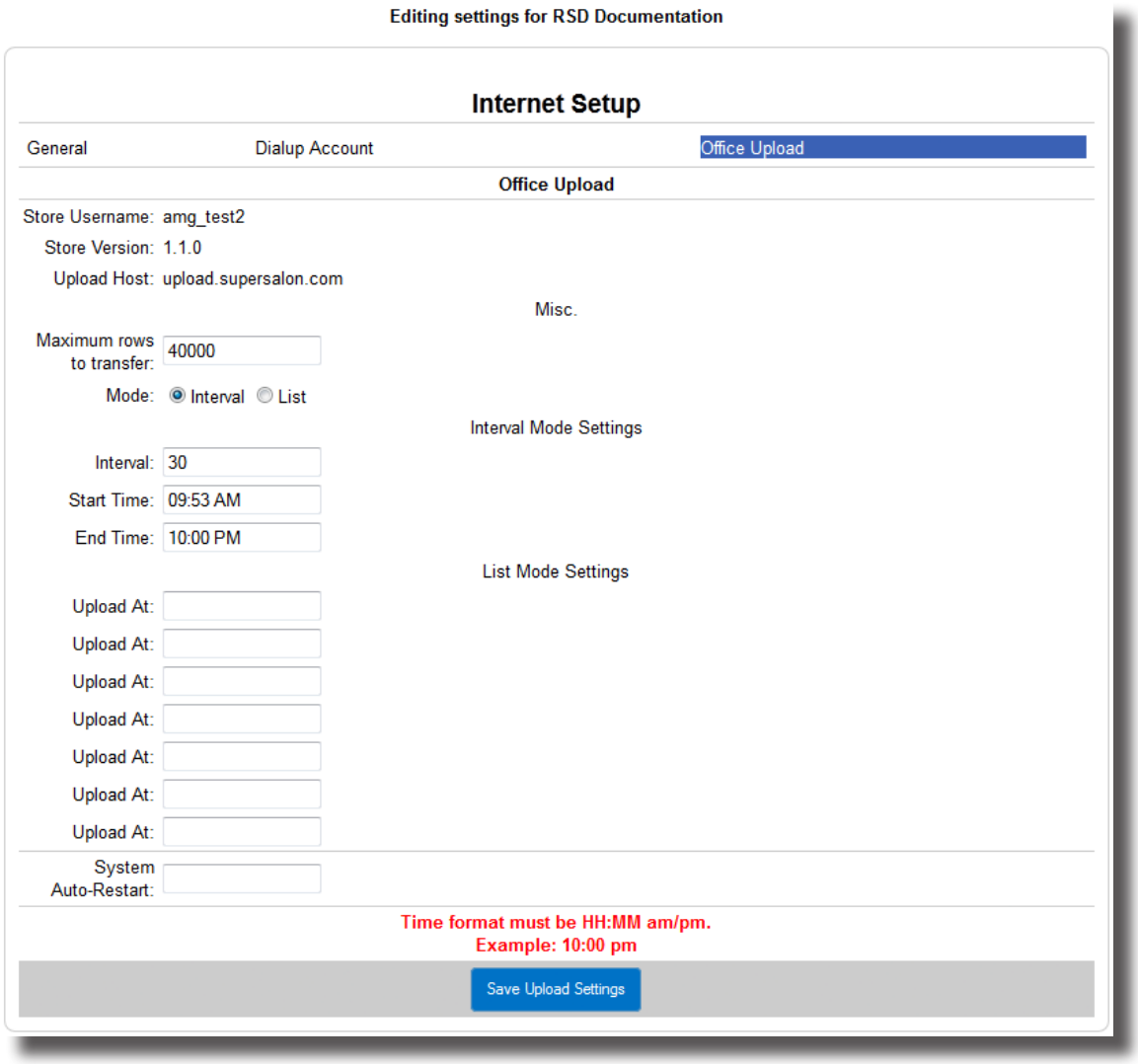
Dialup Account

These settings are analogous to the same ones on the SuperSalon software.

The applicable Dialup Account information is provided by either Rogers Software or your own dialup internet provider. When this has been configured, the PC housing the POS will automatically upload and backup data to iOffice as well as download appropriate updates.

This section is not necessary for those who are on a broadband (high speed) internet connection such as DSL, cable, or wireless. In these instances, the Dialup Account fields should be kept blank, and “Enable Dialup” should always be un-selected.

Internet Setup - Dialup



Office Upload

Most of these settings are to be configured from the POS end only by Rogers Software Technical Support with the exception of different upload times which will be sent to SuperSalon after the subsequent upload.

Store Username

This is assigned by Rogers Software Techincal Support, and is the POS system's unique ID on the iOffice server. This is accessed via secure connection to the upload host upload.supersalon.com.

Store Version

Shows the most recent update applied to the POS system, the figure above shows this last update to be to the new Upload system.

Mode

This allows the user to select between a set interval, or a list of specific times for the SuperSalon POS to upload.

Interval

Displays the time in minutes between standard uploads within the given time periods.

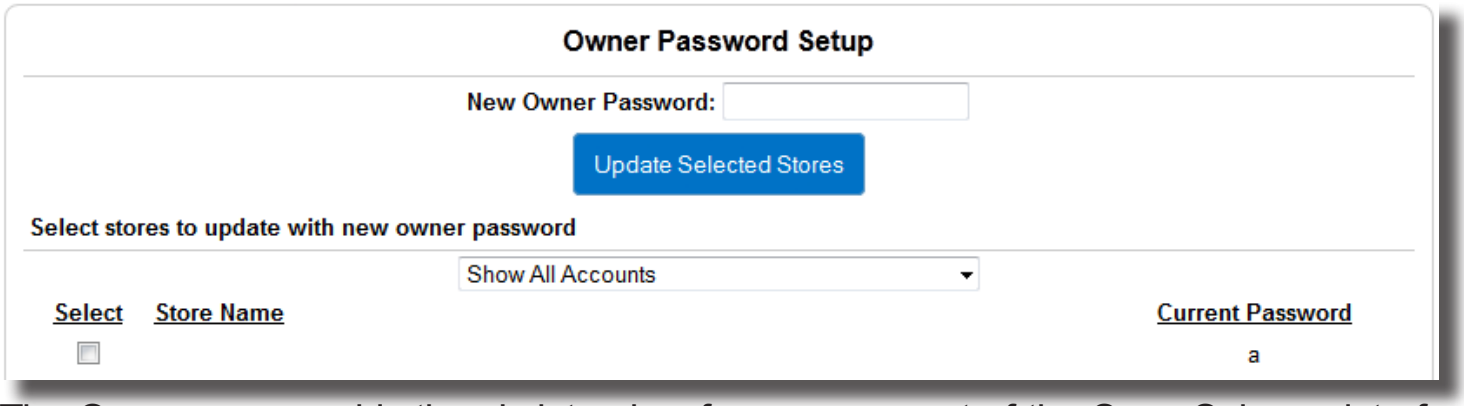
List Mode Settings

This is where the owner configures the specific upload times.

System Auto Restart

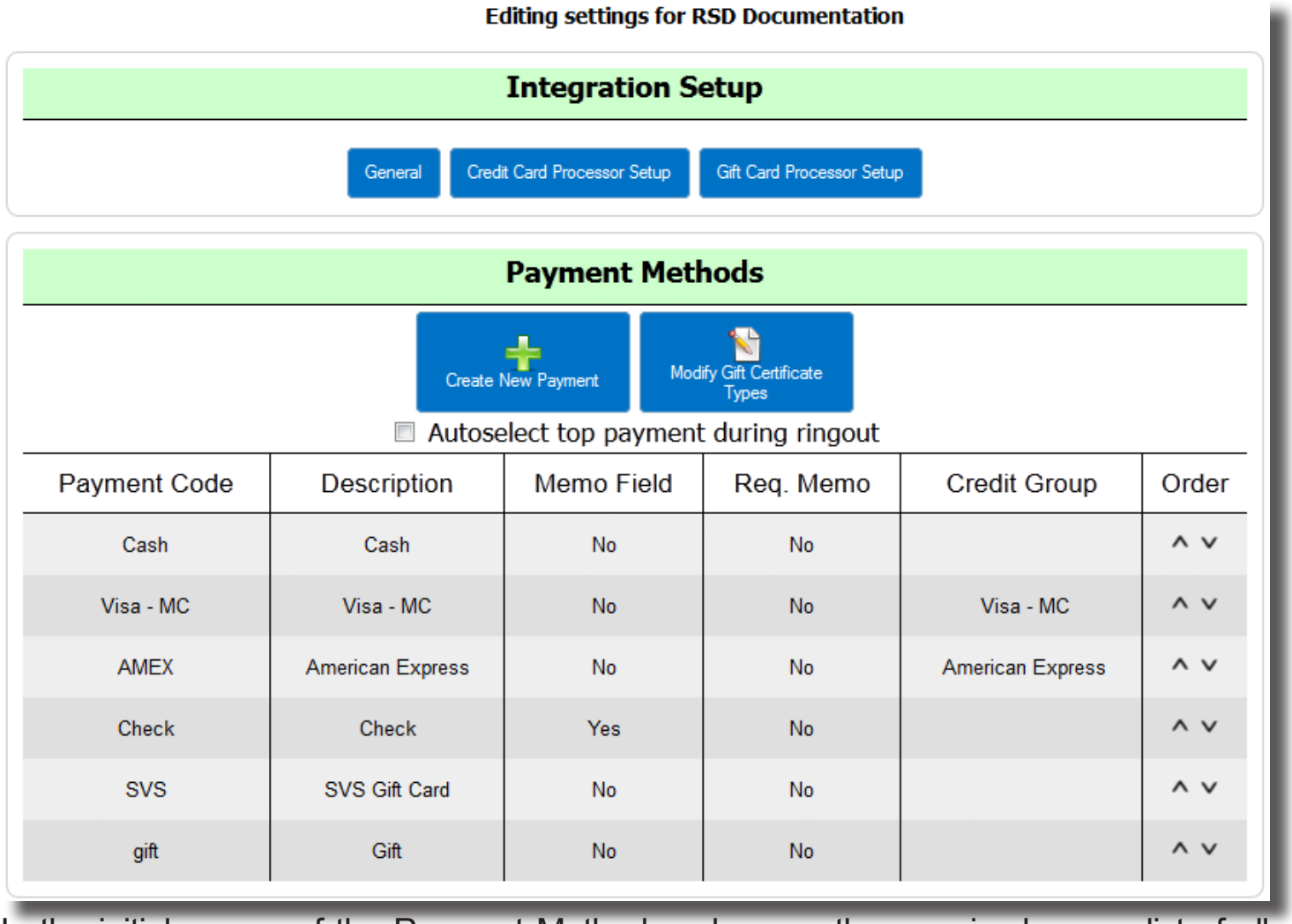
This field, when configured with a specific time, will govern when the POS at the salon will automatically reboot. If left blank, the POS will never restart, unless manually made to do so by the user.

Owner Password



The Owner password is the skeleton key for every aspect of the SuperSalon point-of-sale system, and it can be changed universally, or for just a few specific stores from this submenu.

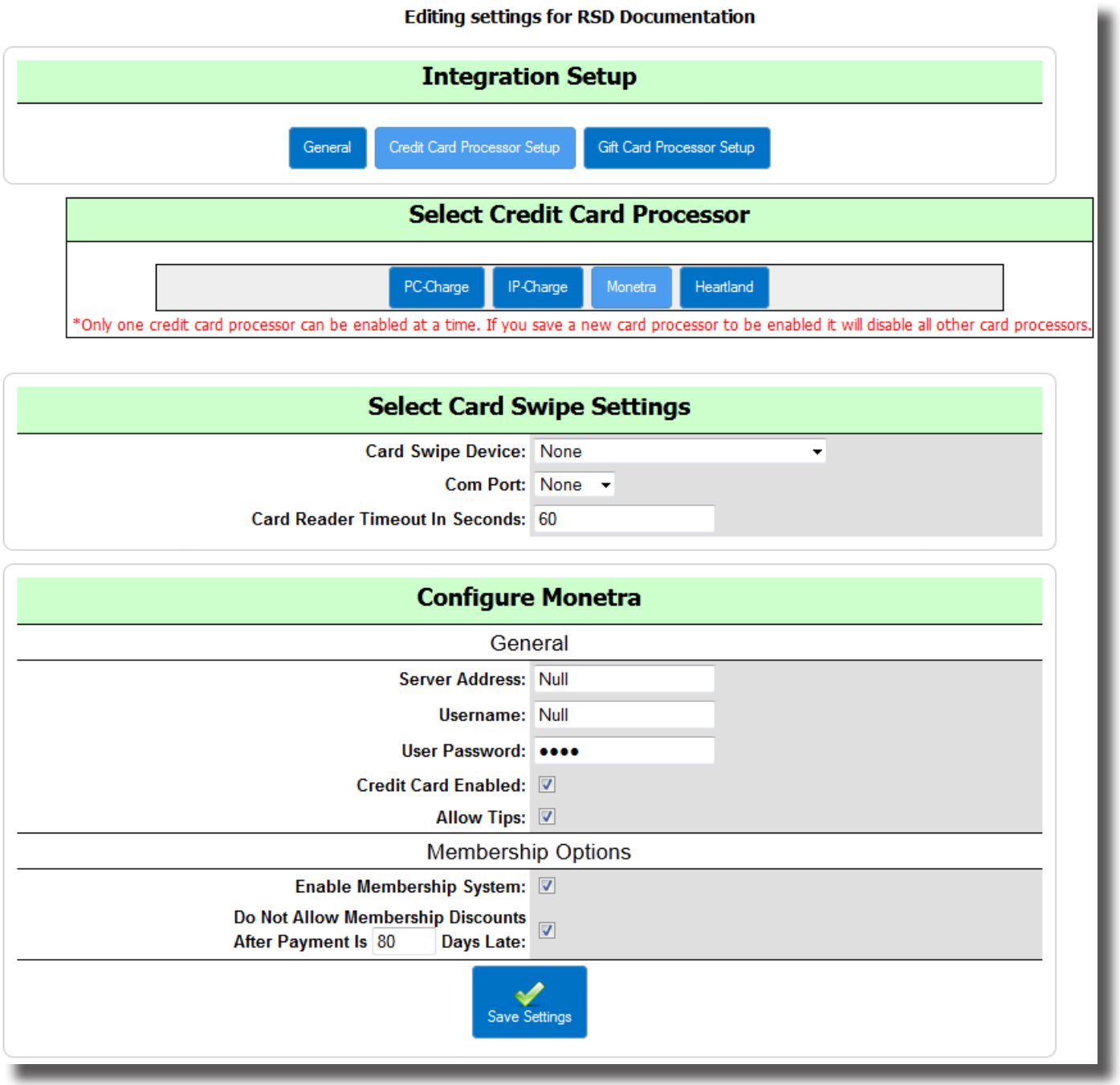
Payment Methods - General



In the initial screen of the Payment Methods submenu, the user is shown a list of all applied payment methods currently in use for the SuperSalon point-of-sale system. The buttons above give the user the option to configure gift cards, credit card processors, as well as add new payment methods as they become available.

Clicking on the entry of an existing payment method will allow the user to configure certain aspects of it, including how it is reported. And configuring the arrows on the right, the user is able to change how individual payment methods are displayed in the checkout screen of the point-of-sale system.

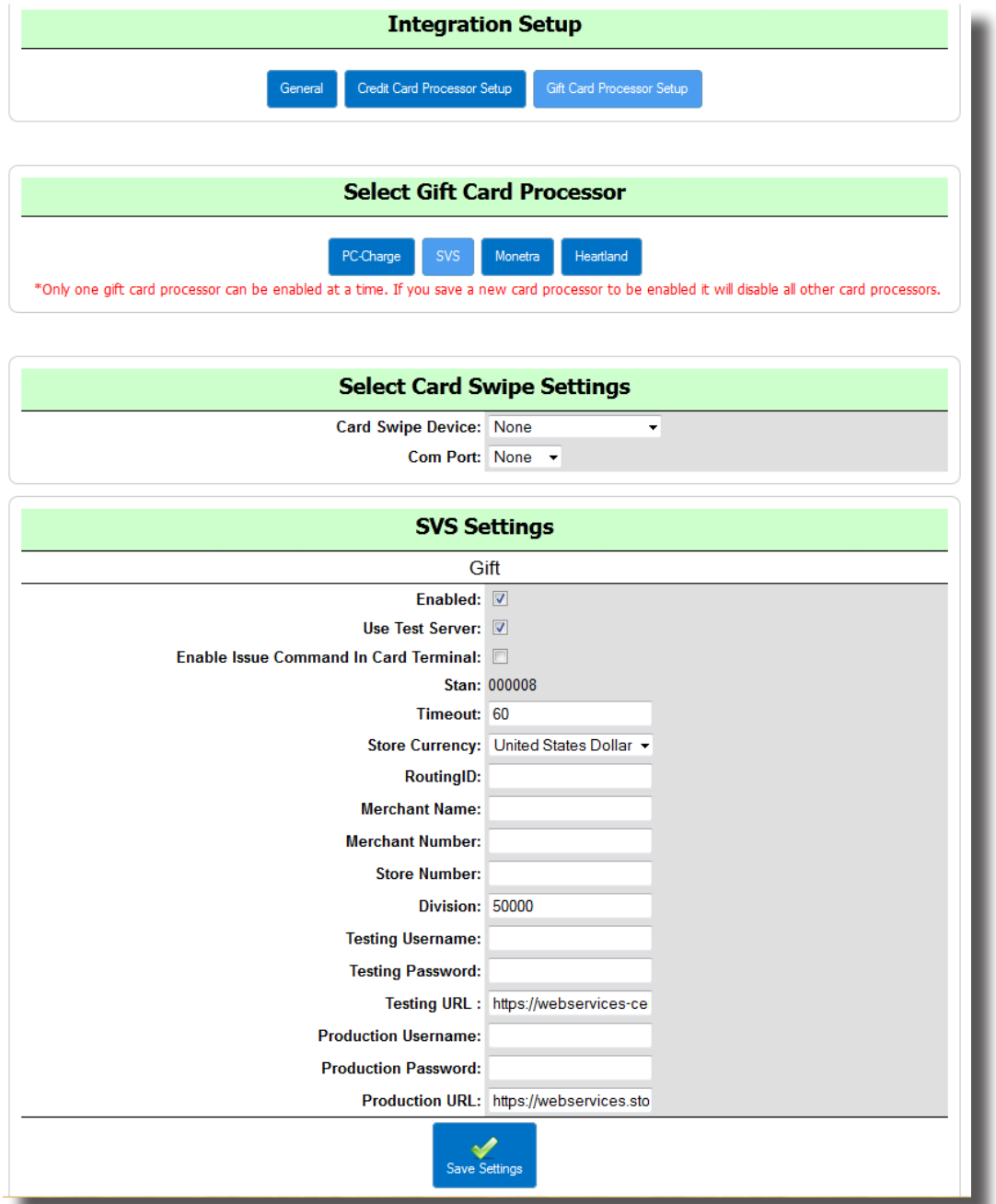
Payment Methods - Credit Card Processor Setup


Editing settings for RSD Documentation
Integration Setup
General
Credit Card Processor Setup
Gift Card Processor Setup
Select Credit Card Processor
PC-Charge
IP-Charge
Monetra
Heartland
*Only one credit card processor can be enabled at a time. If you save a new card processor to be enabled it will disable all other card processors.
Select Card Swipe Settings
Card Swipe Device: None
Com Port: None
Card Reader Timeout In Seconds: 60
Configure Monetra
General
Server Address: Null
Username: Null
User Password: ••••
Credit Card Enabled:
Allow Tips:
Membership Options
Enable Membership System:
Do Not Allow Membership Discounts After Payment Is 80 Days Late:
Save Settings

The screen pictured above is the credit card processor setup window, and this allows users to enter or change the information that corresponds with their integrated credit card processing merchant. Salons who utilize a standalone system will never need to use this screen, and for businesses that do not, these settings should never be adjusted or edited unless absolutely necessary and called for by the processing merchant.

Switching credit card processors is quite easy when utilizing this functionality, and when this is done in iOffice, not only will upload need to be completed for the settings to transfer, but the individual swiping device must be configured on the POS end as well.

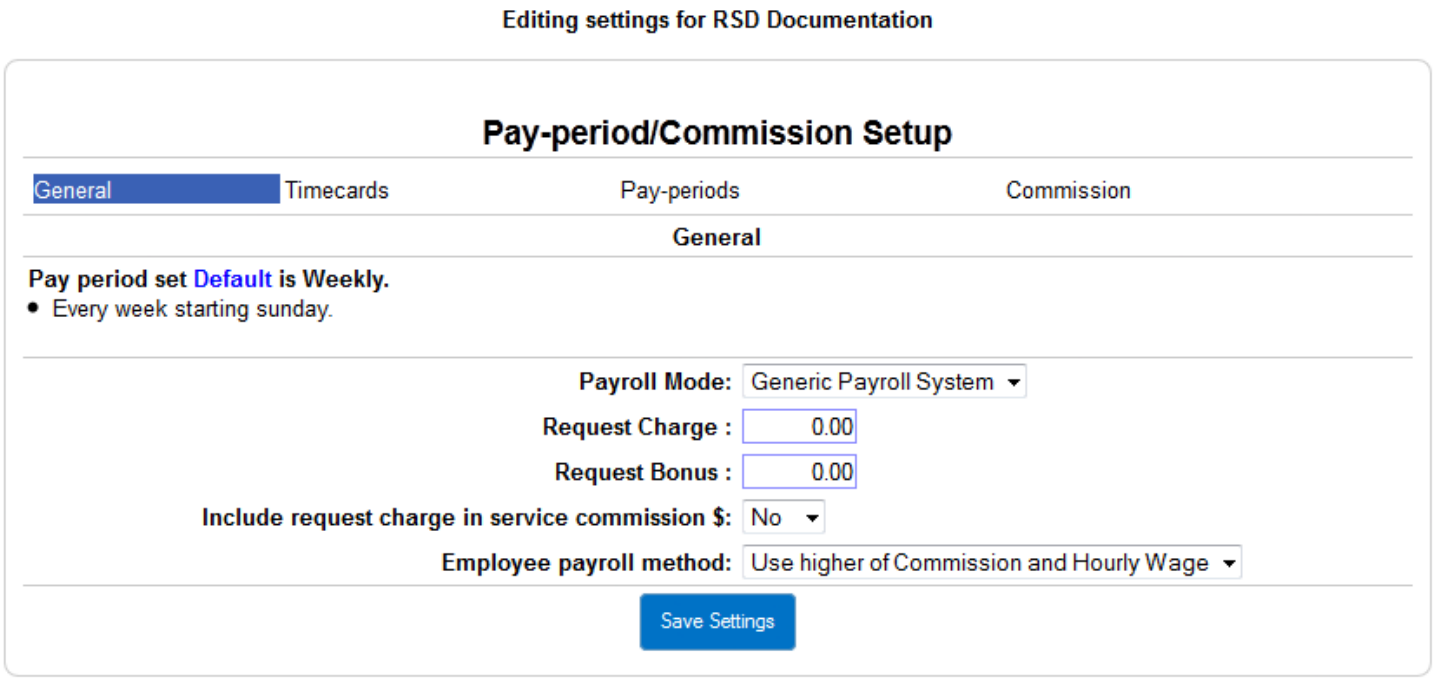
Payment Methods - Gift Card Processor Setup



Gift card processors may also be configured from the payment methods screen as pictured in the illustration above. As of present, SuperSalon in iOffice recognizes SVS primarily as the most widely used gift card processor. However, others are available and used quite extensively throughout Rogers Software Development's many thousands of accounts.

And much like the credit card integration, once the settings are made, they should not be altered or edited in any way unless mandated by the individual processor, or the result of a switch in service. Retrieving this information once it is lost can be difficult and lengthy process as several parties will need to be involved.

Payroll / Bonuses - General



The General section of the Payroll/Bonuses screen shows a summary of the current pay period settings and allows you to select some basic settings.

Payroll Mode

Unless your franchise requires you to use a specific mode, leave this at Generic Payroll System.

Request Charge

If you charge customers an additional fee for requesting a specific employee, please enter the amount here. It will automatically be added as a line item in their check-out screen.

Request Bonus

If you pay your employee an additional fee for each request they receive, enter the amount here. It will automatically be added to their bonus column on the payroll report.

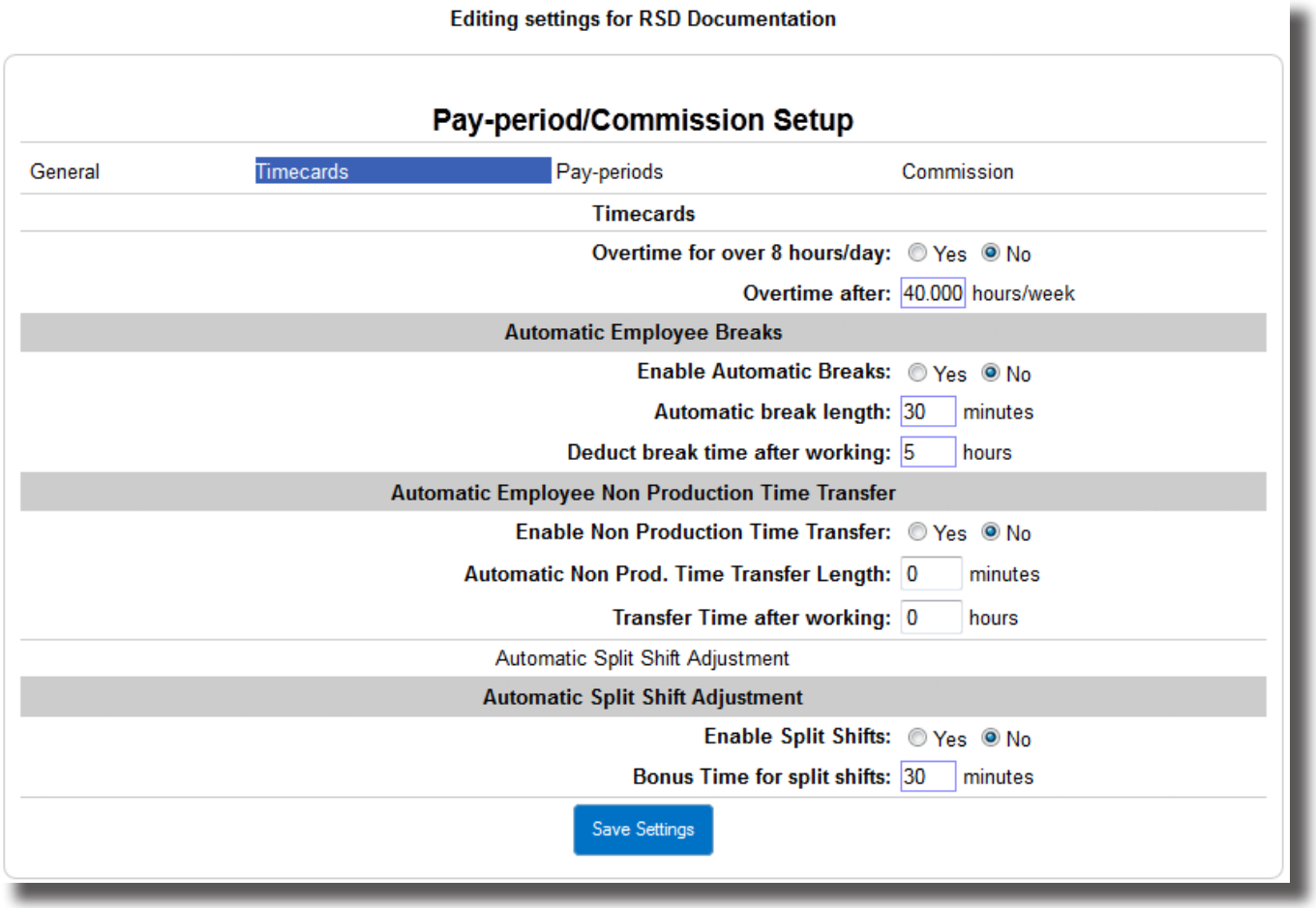
Include Request Charge In Service Commission

Select “Yes” here to include the request charge in service sales totals. If this is set to yes and a Request bonus is also configured, employees will receive both the bonus and an increase to commission for each request they received.

Employee Payroll Method

Use this dropdown to choose if employees get paid the sum of their commissions and hourly wage or if they are paid the higher of the two.

Payroll / Bonuses - Timecards


Editing settings for RSD Documentation
Pay-period/Commission Setup
General
Timecards
Pay-periods
Commission
Timecards
Overtime for over 8 hours/day: Yes No
Overtime after: 40.000 hours/week
Automatic Employee Breaks
Enable Automatic Breaks: Yes No
Automatic break length: 30 minutes
Deduct break time after working: 5 hours
Automatic Employee Non Production Time Transfer
Enable Non Production Time Transfer: Yes No
Automatic Non Prod. Time Transfer Length: 0 minutes
Transfer Time after working: 0 hours
Automatic Split Shift Adjustment
Automatic Split Shift Adjustment
Enable Split Shifts: Yes No
Bonus Time for split shifts: 30 minutes
Save Settings

Overtime for over 8 hours/day

If the system is being used in a location where overtime pay must be paid to employees who work over eight hours a day, select “Yes”.

Overtime After:

Enter the number of hours an employee must reach per week before overtime is applied.

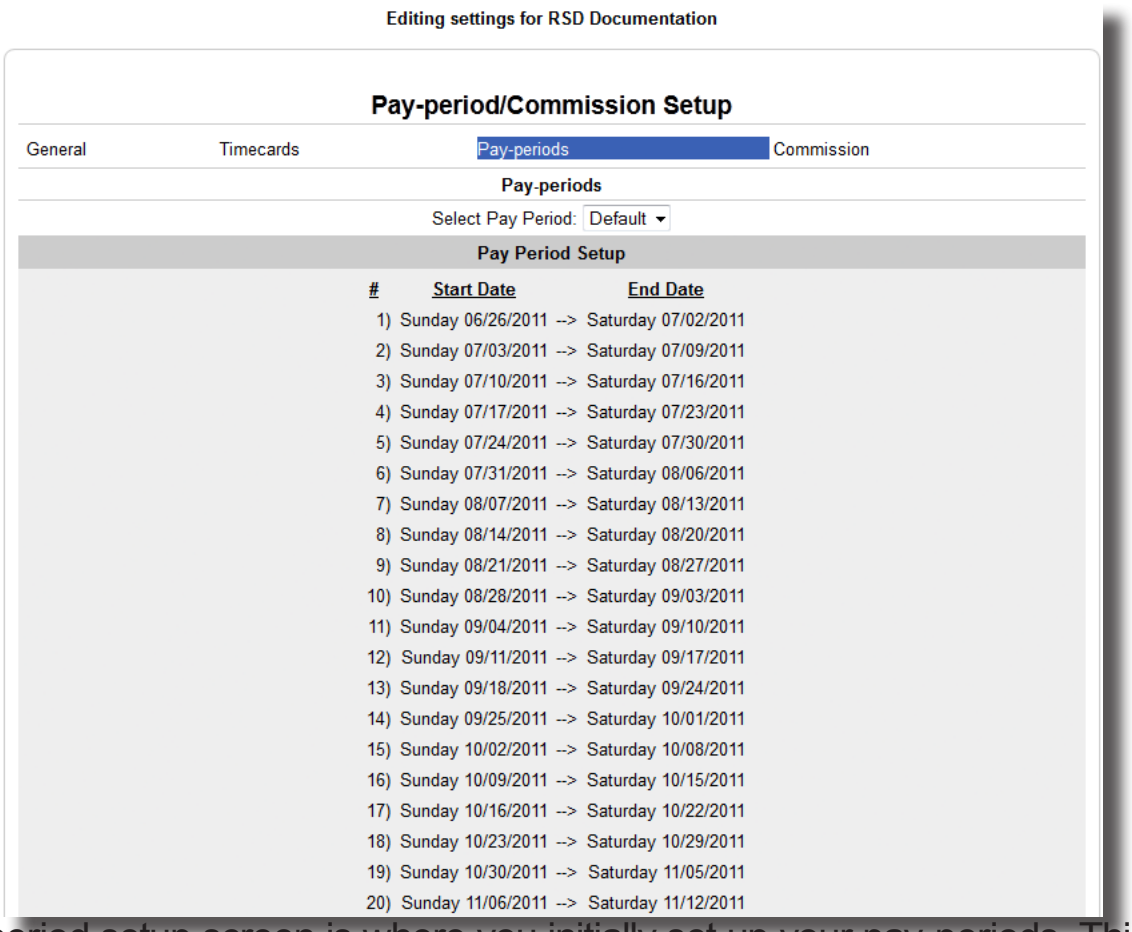
Automatic Employee Breaks

Some salons require breaks to be taken at certain intervals. For instance, if enabled, a 30 minute break time is automatically deducted after working 5 hours. This means the employee should have taken 30 minutes worth of breaks in the course of the five hour shift. These entries appear on the time card report in the break column.

Automatic Split Shift Adjustment

If you use split shifts in your salon, you can enable their tracking here. If you would like to give a bonus to employees working a split shift, enter the amount of time the bonus is worth.

Payroll / Bonuses - Pay Periods


Editing settings for RSD Documentation
Pay-period/Commission Setup
General
Timecards
Pay-periods
Commission
Pay-periods
Select Pay Period: Default
Pay Period Setup
Start Date End Date
1) Sunday 06/26/2011 --> Saturday 07/02/2011
2) Sunday 07/03/2011 --> Saturday 07/09/2011
3) Sunday 07/10/2011 --> Saturday 07/16/2011
4) Sunday 07/17/2011 --> Saturday 07/23/2011
5) Sunday 07/24/2011 --> Saturday 07/30/2011
6) Sunday 07/31/2011 --> Saturday 08/06/2011
7) Sunday 08/07/2011 --> Saturday 08/13/2011
8) Sunday 08/14/2011 --> Saturday 08/20/2011
9) Sunday 08/21/2011 --> Saturday 08/27/2011
10) Sunday 08/28/2011 --> Saturday 09/03/2011
11) Sunday 09/04/2011 --> Saturday 09/10/2011
12) Sunday 09/11/2011 --> Saturday 09/17/2011
13) Sunday 09/18/2011 --> Saturday 09/24/2011
14) Sunday 09/25/2011 --> Saturday 10/01/2011
15) Sunday 10/02/2011 --> Saturday 10/08/2011
16) Sunday 10/09/2011 --> Saturday 10/15/2011
17) Sunday 10/16/2011 --> Saturday 10/22/2011
18) Sunday 10/23/2011 --> Saturday 10/29/2011
19) Sunday 10/30/2011 --> Saturday 11/05/2011
20) Sunday 11/06/2011 --> Saturday 11/12/2011

The Pay-period setup screen is where you initially set up your pay-periods. This should be done prior to using the SuperSalon POD for Check-Out purposes as the Time Clock and Payroll Reports are dependent on it.

If no periods are shown select the Pay-Period drop down menu and select “Create new Pay Period”. If they are setup, but they are incorrect, select the pay-period to delete and select the Remove Pay-Period button at the bottom of the screen before selecting “Create New Pay Period.”

The next step is to assign your employees to a pay-period. Go to employee setup **(Manager Tab → Employees → Select employee name → Payroll)**; select the period with the Pay Period drop down box and then select Save.

To quickly set all employees to the same pay-period go to **Store Setup Tab → Utilities → Check Employee Payperiod Setup**. As long as there is only one pay-period, this will set all employees to it.

Payroll / Bonuses - Commisssion

When the Commission button is first selected, there will be a drop down box displayed which reads “Select a Plan”. To edit an existing plan, select the plan name. If you have no plans defined, drop down the field and select “Create New Plan”. Give the plan a descriptive name and then in the “Select Plan Type” dropdown, select a commission plan type to create.

The following Commission Plans are supported:

Service Sales
This commission type pays commission on services sales only. Commission can be based on gross or net and calculated on total sales or sales per hour.

Service Count Bonus
This commission type allows you to pay employees a certain amount every time they perform a service.

Product Sales
This commission type pays commission on product sales only. Commissions can be based on gross or net and calculated on total sales or sales per hour.

% Retail to Service - Product Commission
This is a product commission based on the ratio of retail (product) sales compared with service Sales.

% Retail to Service - Service Commission
This is a service commission based on the ratio of retail (product) sales compared with service sales.

% Retail to Total Sales - Product Commission
This is a product commission based on the ratio of retail sales compared with total sales.

Service Based on Product
This is a percent commission for services determined by the amount of product sales calculated either as a total of all sales or as a dollars per hour figure.

Product Brand Premium
This is an extra commission paid on a specific brand.

Tenure Bonus
This is a payroll bonus based on employee longevity.

Service Category Premium
This provides an extra commission on all service sales that belong to a specific service category.

PPG Service Commission
This is a product per guest service commission. Employee service commission is based on product sold divided by the number of guests.

Hourly Options
This is a custom commission plan. If the listed plan types do not meet your needs please contact Rogers' Tech Support.

NTA Commission
This is a custom commission plan. If the listed plan types do not meet your needs please contact Rogers' Tech Support.

Additional Bonus
This allows you to add additional bonus amounts to an employee's time card for service, products, etc.

Production Fee
This commission plan is used to remove a percentage of an employee's commission for service sales.

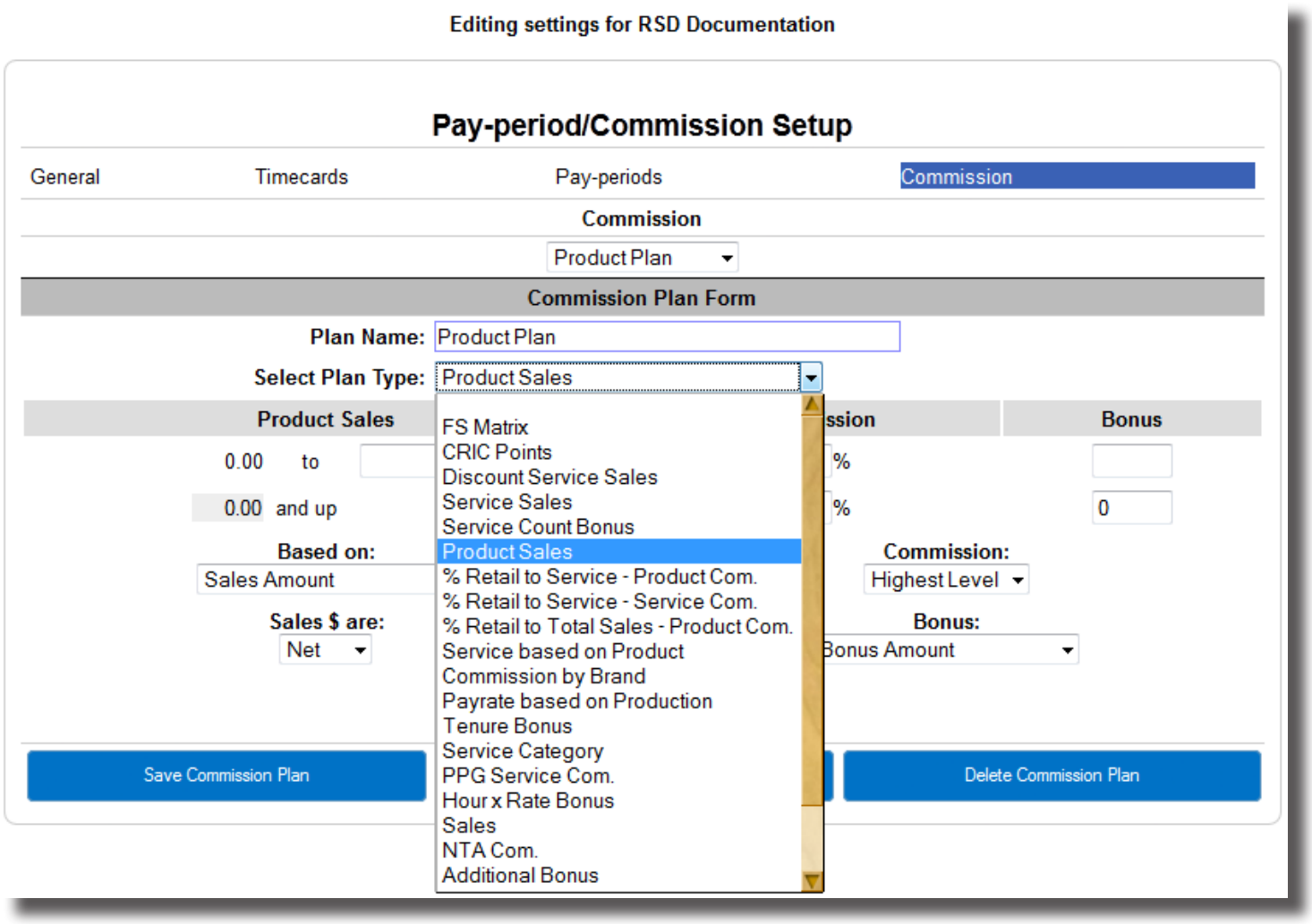
The commission screens allow you to setup commissions and bonus plans. Each salon can have multiple commission plans so that employees can each be set to one or multiple commission plans.

On the bottom of the commission setup screen (see previous illustration) you have the option to select if you will be basing commissions on overall sales or sales per hour. You also have the option to select if different commissions will be paid for each commission tier, or if commissions will be based on all sales at the highest commission level hit.

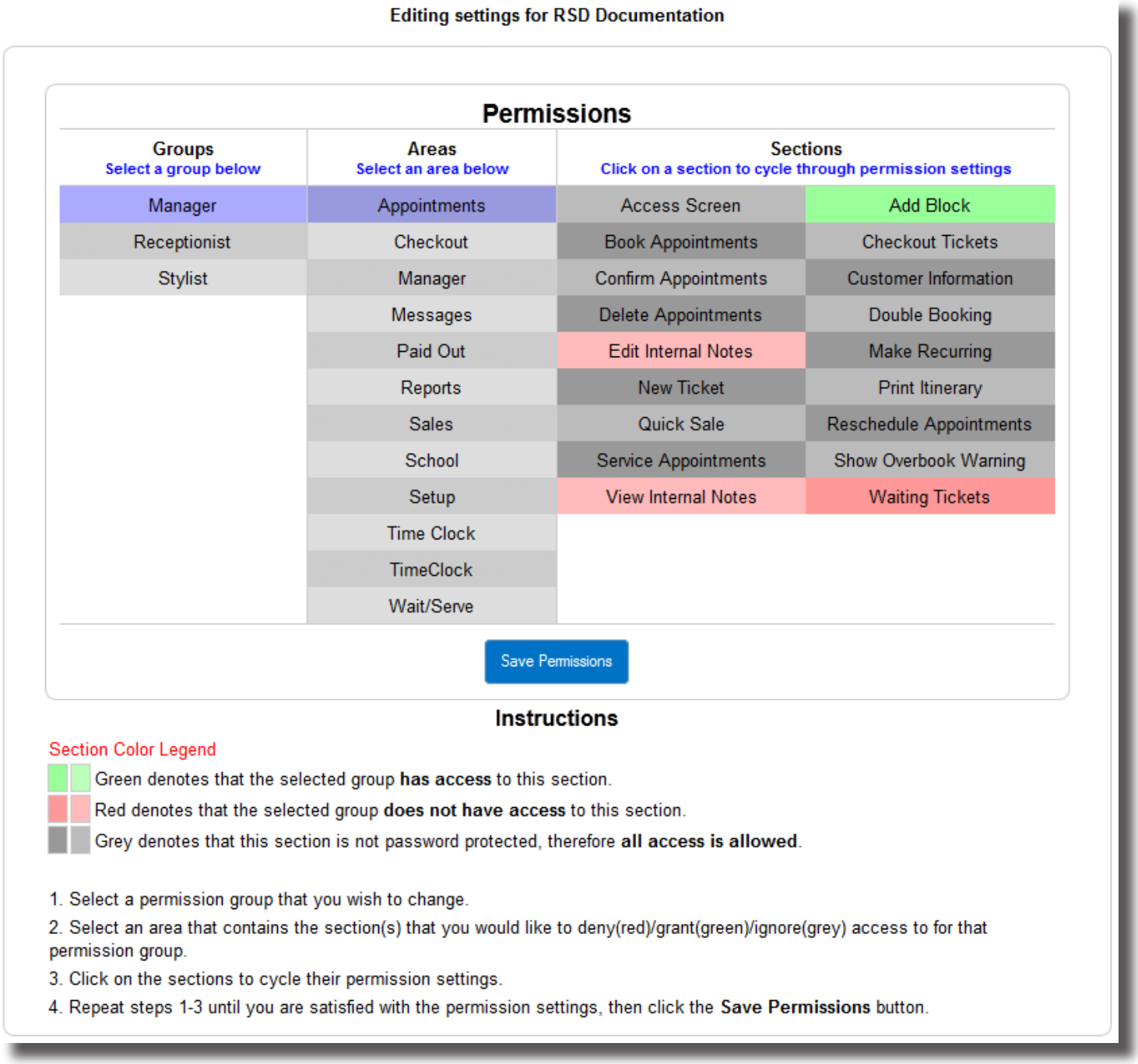
Each time you add a sales goal and corresponding commission, iOffice will automatically add another level. The screen will allow up to 40 levels. This enables it to handle various matrix systems well. The last row displays a sales number one cent above the prior level and shows “and up” indicating all amounts beyond are included in the highest commission level. Any row that has the commission level left blank will be ignored. If you want the next level to be “and up” just leave the commission field blank for the preceding row.

The Bonus column allows you to enter a bonus amount in dollars that will be paid to employees for achieving that sales level. If you wish to pay these bonuses, but you do not wish to pay a commission percentage, enter “0” for the commission for each level (If you leave the commission blank, the row will be skipped).

All of the bonus information will show up in the commission and bonus section of the payroll report.



Permissions



The Permissions screen allows owners to choose almost any setup function, management function, or report in the POS and enable or disable an employee's access to them based on the permissions group to which they are assigned. Highlight a permissions group name by selecting the name, and then highlight an area of the software. Add or remove permissions by highlighting the section name with the appropriate color with mouse clicks.

Create Employee Permission Groups

The first step is to define the employee permissions groups. By default, SuperSalon has three groups: Manager, Receptionist, and Stylist. Salon owners have access to all areas using the Owner password, a special user, which is always available and does not require a permission group. Additional permissions groups are easily created using the Create Permission Group button at the top of the Permissions screen. Similarly, use the Delete Permission Group button to remove a permission group.

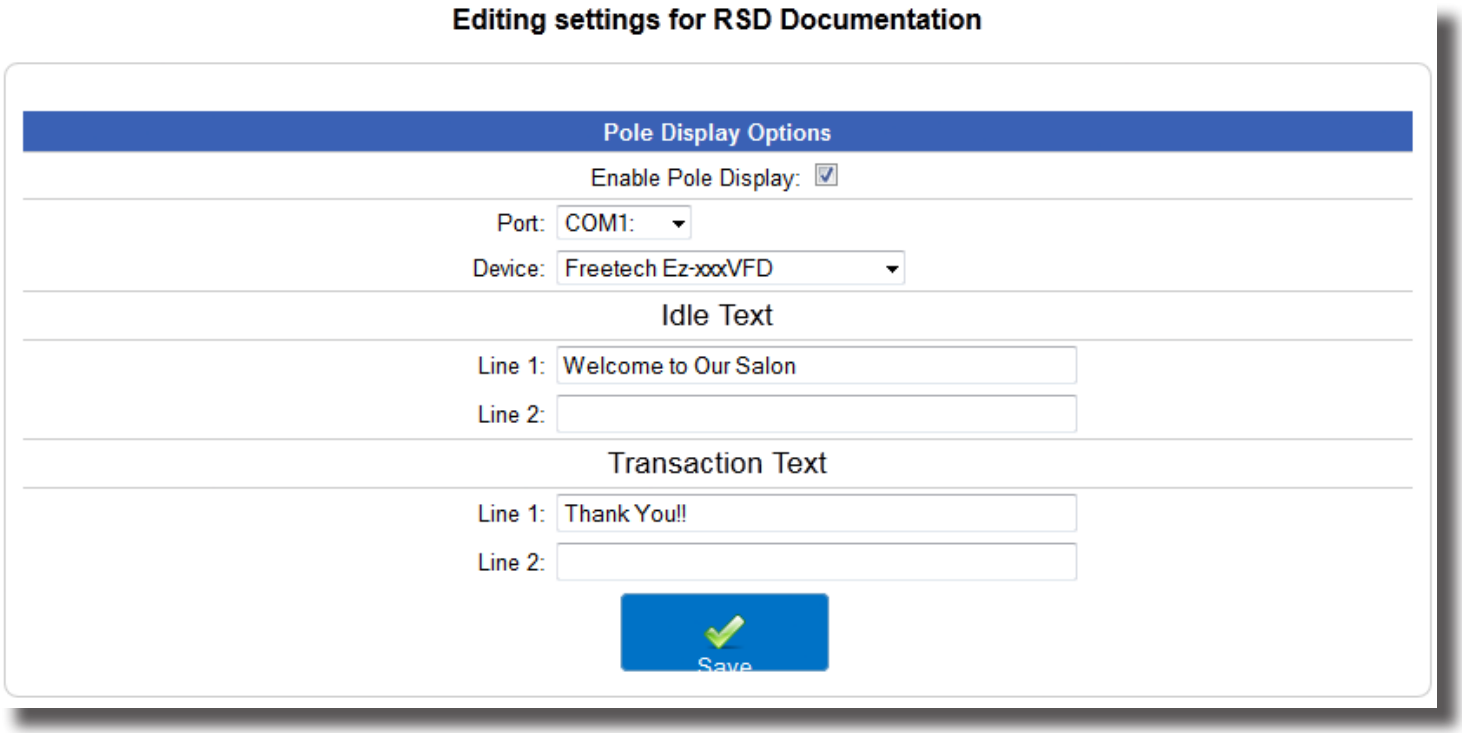
Enabling and Disabling Access

For each screen or report in SuperSalon, you can select who is allowed access by setting the permission to green. You can disable access by setting the permission to red. Setting the permission to gray allows anyone access. After making all necessary changes on the Permissions screen, you will need to select the Save Permissions button for the changes to take place.

Assigning Employees to a Group

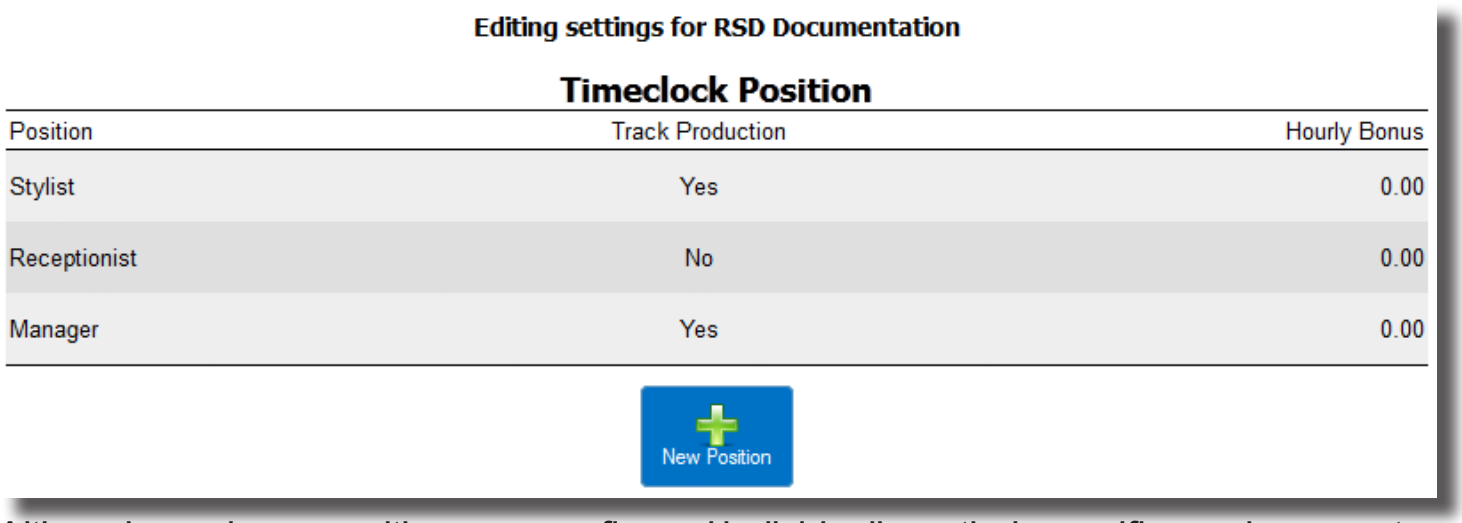
Each employee that will be granted some level of access must be assigned to a Permission Group. This is done on the Employee information screen **(Manager Tab → Employees → Select Employee → General Information)**.

Pole Display



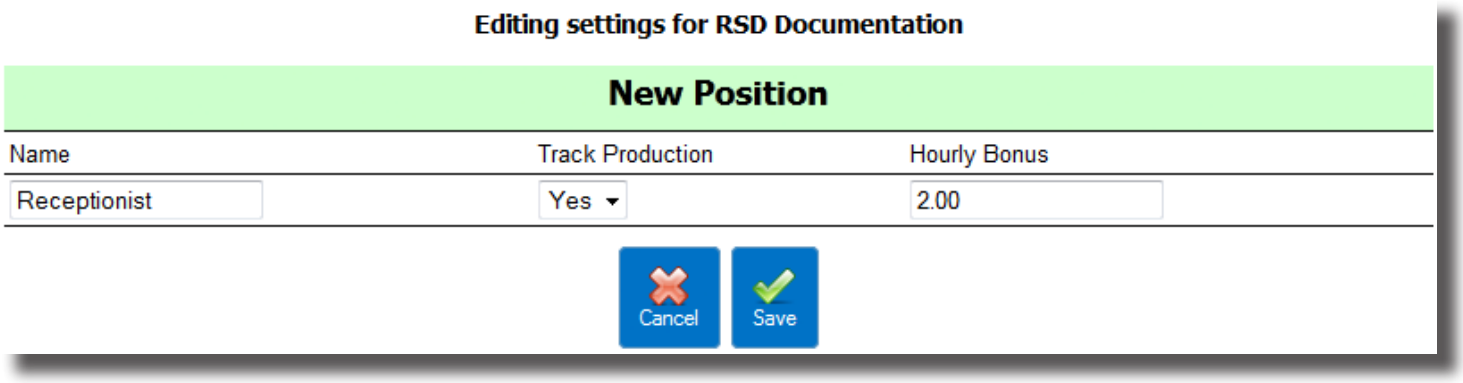
All options for the installed pole display, with the exception of testing the device, are available to the user from this submenu. The various text messages, port settings, and enabling functionalities are accessed here.

Positions

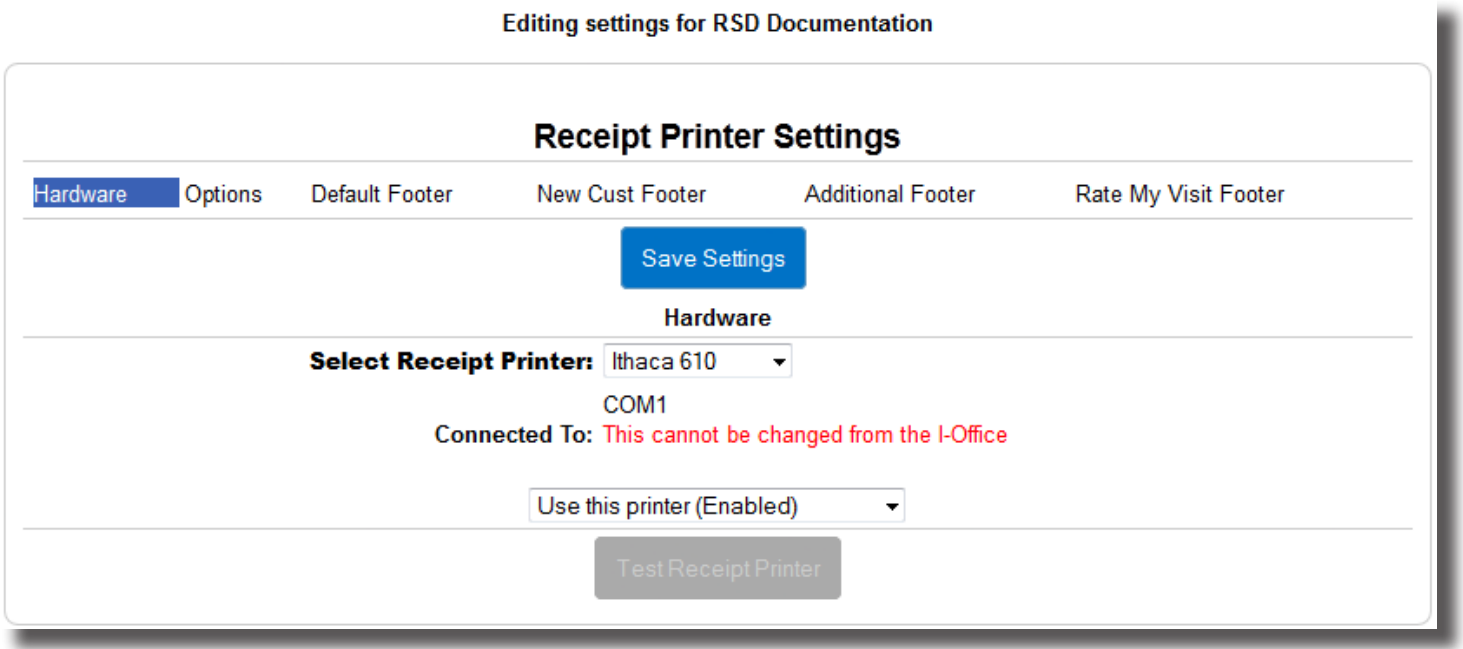


Although employee positions are configured individually on their specific employee roster (as seen in Part: 4 of this guide), often times owners and management have the need to create other timeclock positions to reflect other activities such as banking, meetings, or other activities that may go outside of the scope of the current position. Maybe your staff gets an hourly bonus if they are in training? This submenu is where those new positions can be created and edited, as well as additions made to currently standing ones.

Below is a sample of the New Position screen, and all that needs to be input here is the name, whether the position should be tracked as far as production, and any hourly bonus that may be incurred while clocked in at this position. Saving the information locks the settings in the database, making them instantly ready to use.

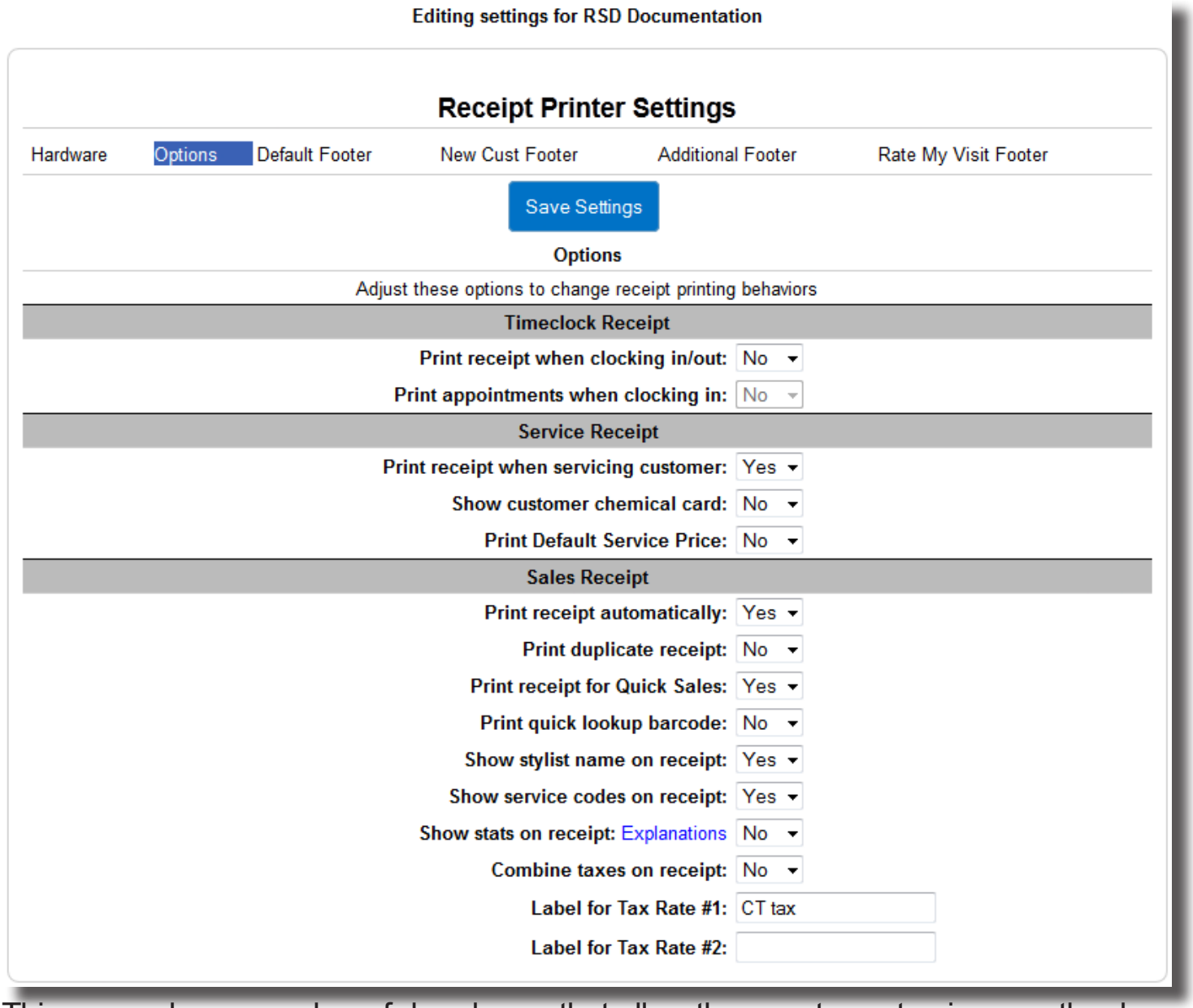


Receipt Printer - Hardware



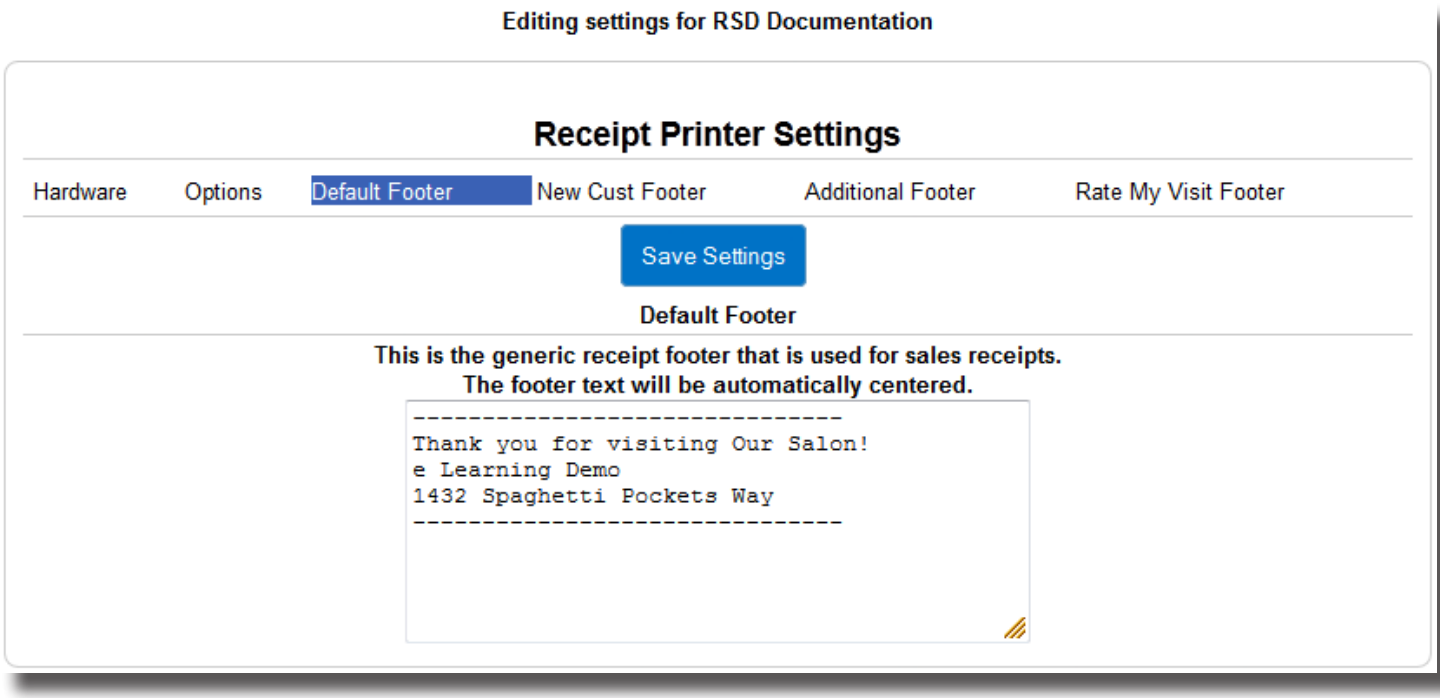
The initial hardware screen of the Receipt Printer submenu in iOffice is a read only display of the current settings of the installed receipt printer. The iOffice user can only view these settings, and cannot make any changes. They can, however, make adjustments to various settings and print outs made by the printer from the iOffice environment.

Receipt Printer - Options


Editing settings for RSD Documentation
Receipt Printer Settings
Hardware
Options
Default Footer
New Cust Footer
Additional Footer
Rate My Visit Footer
Save Settings
Options
Adjust these options to change receipt printing behaviors
Timeclock Receipt
Print receipt when clocking in/out: No
Print appointments when clocking in: No
Service Receipt
Print receipt when servicing customer: Yes
Show customer chemical card: No
Print Default Service Price: No
Sales Receipt
Print receipt automatically: Yes
Print duplicate receipt: No
Print receipt for Quick Sales: Yes
Print quick lookup barcode: No
Show stylist name on receipt: Yes
Show service codes on receipt: Yes
Show stats on receipt: Explanations No
Combine taxes on receipt: No
Label for Tax Rate #1: CT tax
Label for Tax Rate #2:

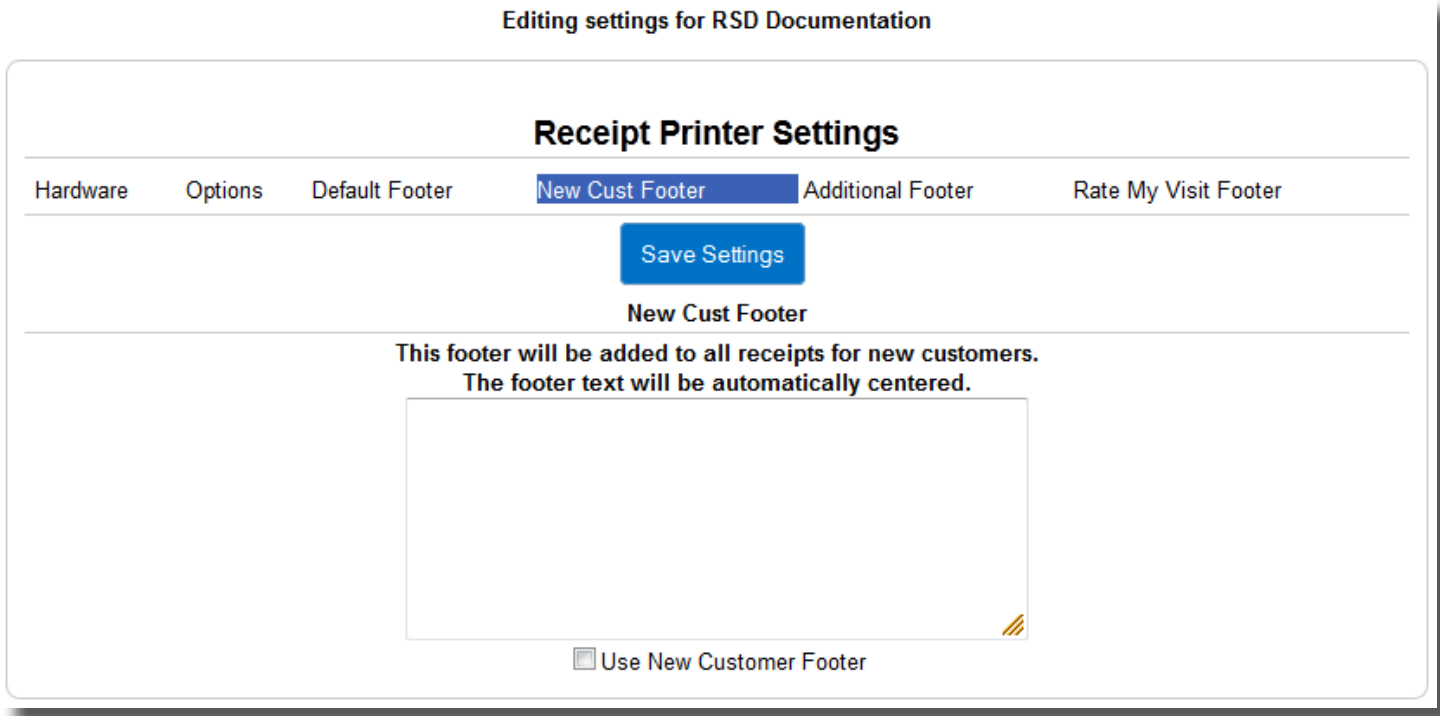
This screen has a number of dropdowns that allow the user to customize exactly when and how the receipt printer activates. These are divided into Timeclock, Servicing, and Sales functionalities within the POS.

Receipt Printer - Default Footer



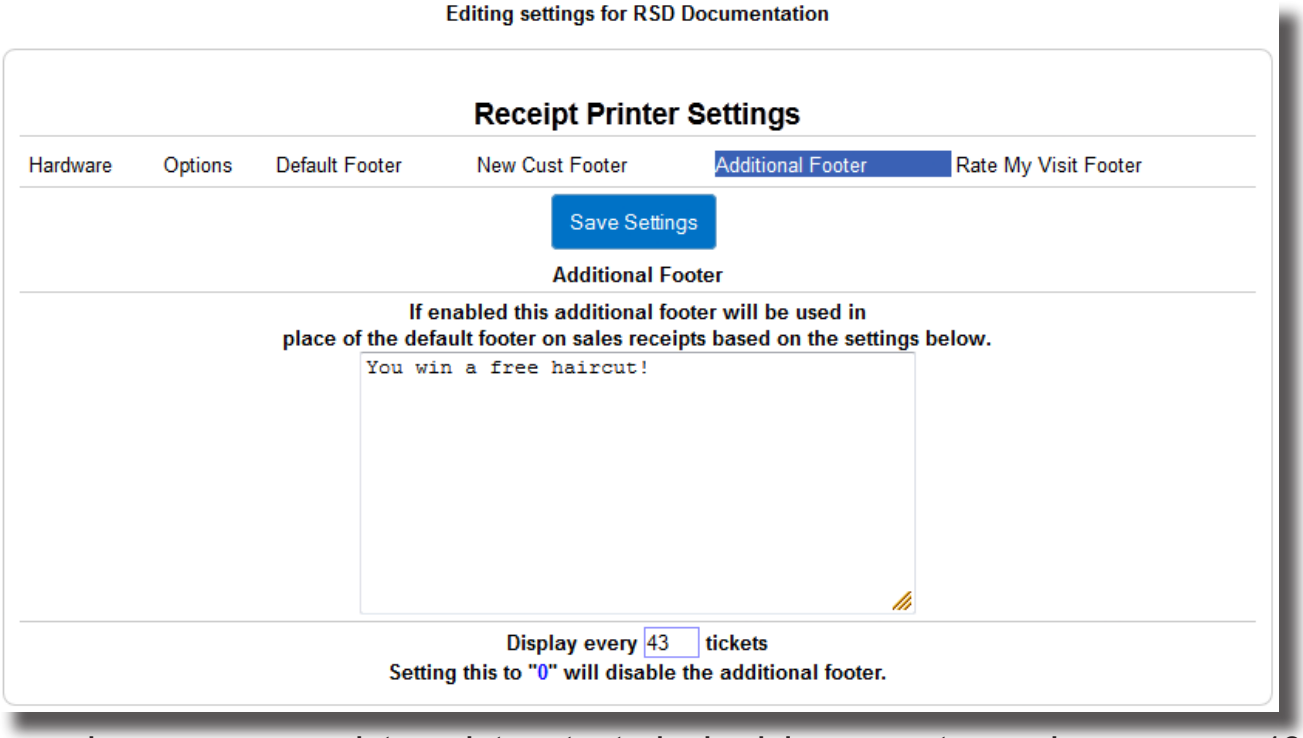
This displays the current footer that is appearing on all printed receipts, this usually includes a thank you and contact information, as well as the attending stylist.

Receipt Printer - New Customer Footer



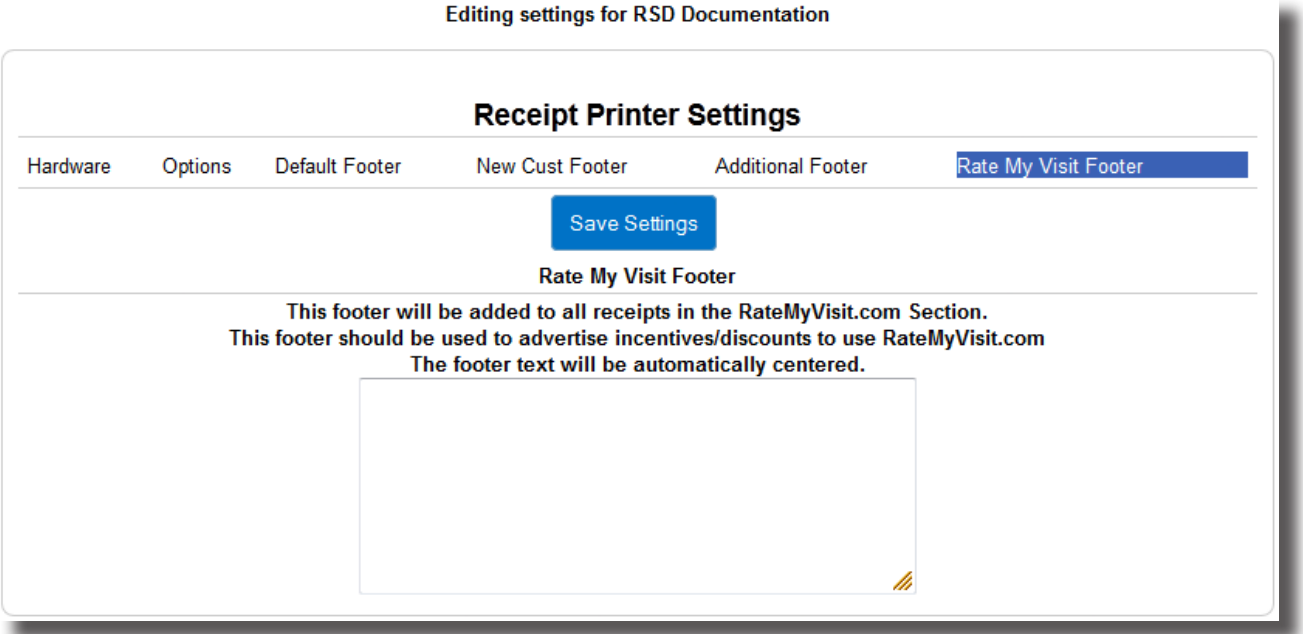
This print out will appear only on the receipts of new customers. Many times, owners will attach a special offer or promotion to this particular receipt. It will, however, need to be enabled before it can be used.

Receipt Printer - Additional Footer


Editing settings for RSD Documentation
Receipt Printer Settings
Hardware
Options
Default Footer
New Cust Footer
Additional Footer
Rate My Visit Footer
Save Settings
Additional Footer
If enabled this additional footer will be used in
place of the default footer on sales receipts based on the settings below.
You win a free haircut!
Display every 43 tickets
Setting this to "0" will disable the additional footer.

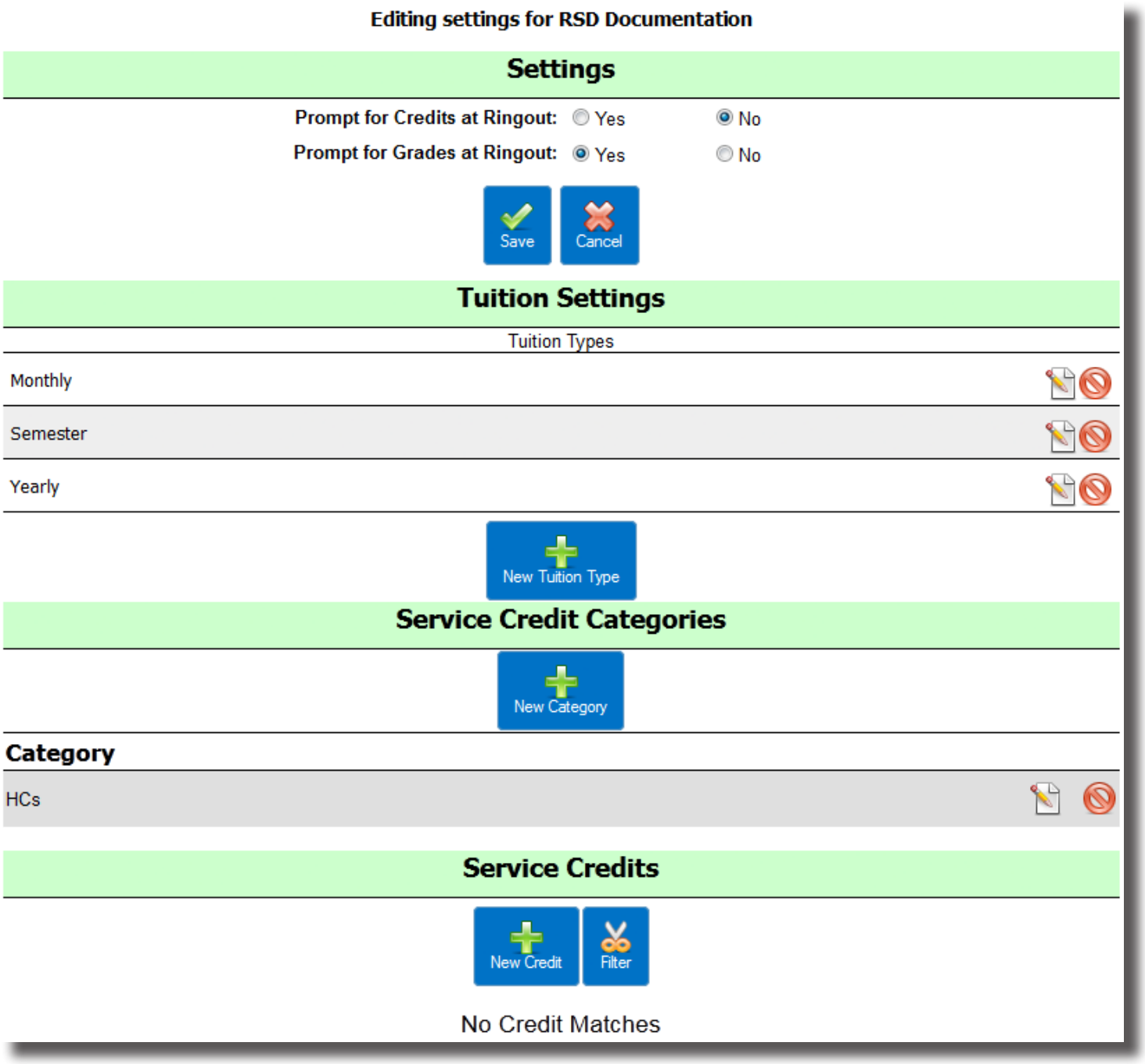
This can be programmed to print out at desired increments, perhaps every 100th customer. Select Additional Footer to add text and set how often you would like it to print. We recommend a sign that says, “Check your receipt to see if you have won!” To disable this option, set it to “0”.

Receipt Printer - Rate My Visit Footer


Editing settings for RSD Documentation
Receipt Printer Settings
Hardware
Options
Default Footer
New Cust Footer
Additional Footer
Rate My Visit Footer
Save Settings
Rate My Visit Footer
This footer will be added to all receipts in the RateMyVisit.com Section.
This footer should be used to advertise incentives/discounts to use RateMyVisit.com
The footer text will be automatically centered.

This footer is to be configured for those users who are utilizing Rogers Software and SuperSalon’s RateMyVisit feature which incurs a monthly fee. This feature allows customers to fill out a survey online with a discount on their next visit as an incentive. The individual footer can be configured from this screen.

School Settings



Prior to configuring these settings, the user must first be sure that School Settings are enabled **(Setup Tab → Software Settings → System → School Settings)** a new button called School Settings is added to the Setup Tab.

SuperSalon and iOffice allow you to prompt for credits and grades at ringout. This is usually used if an instructor is present.

Prompt for Credits at Ringout

When “Yes” is selected on this screen, a popup appears at ringout allowing an instructor to enter credits for services performed. If this setting is set to “No,” students automatically receive full credit for the services they perform which can be edited by navigating to the **Reports Tab → School → Student Credits**.

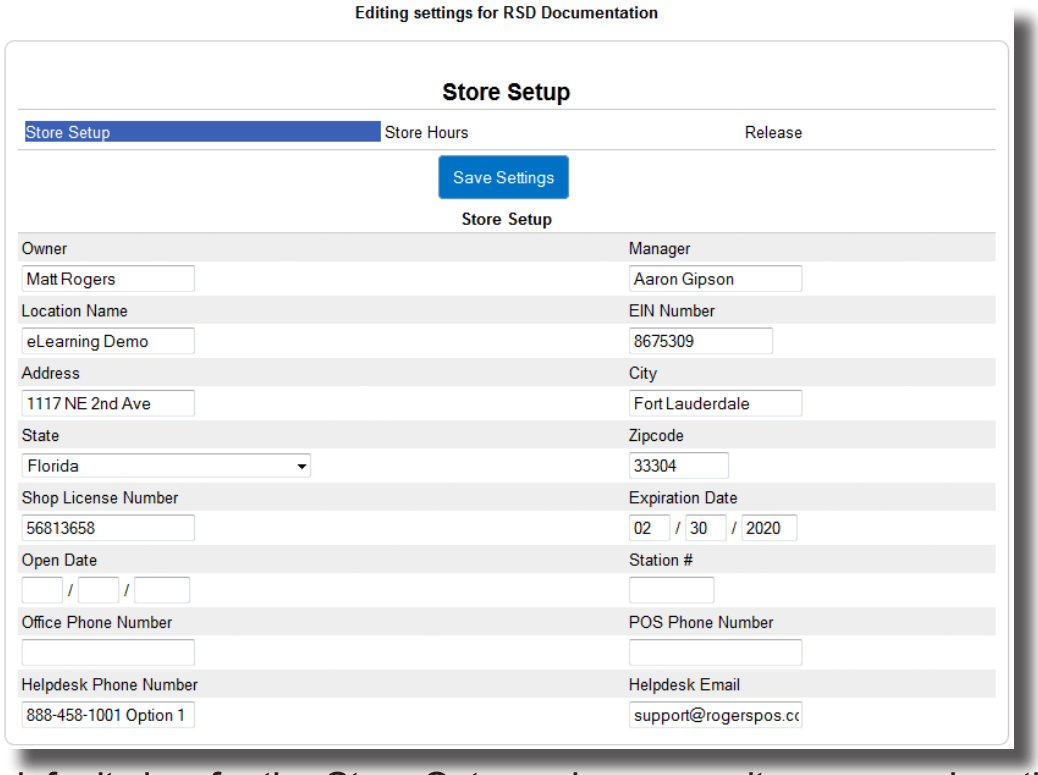
Prompt for Grades at Ringout

When “Yes” is selected on this screen, a popup appears at ringout allowing an instructor to enter grades for services performed as well as a space for customers to grade the service as well.

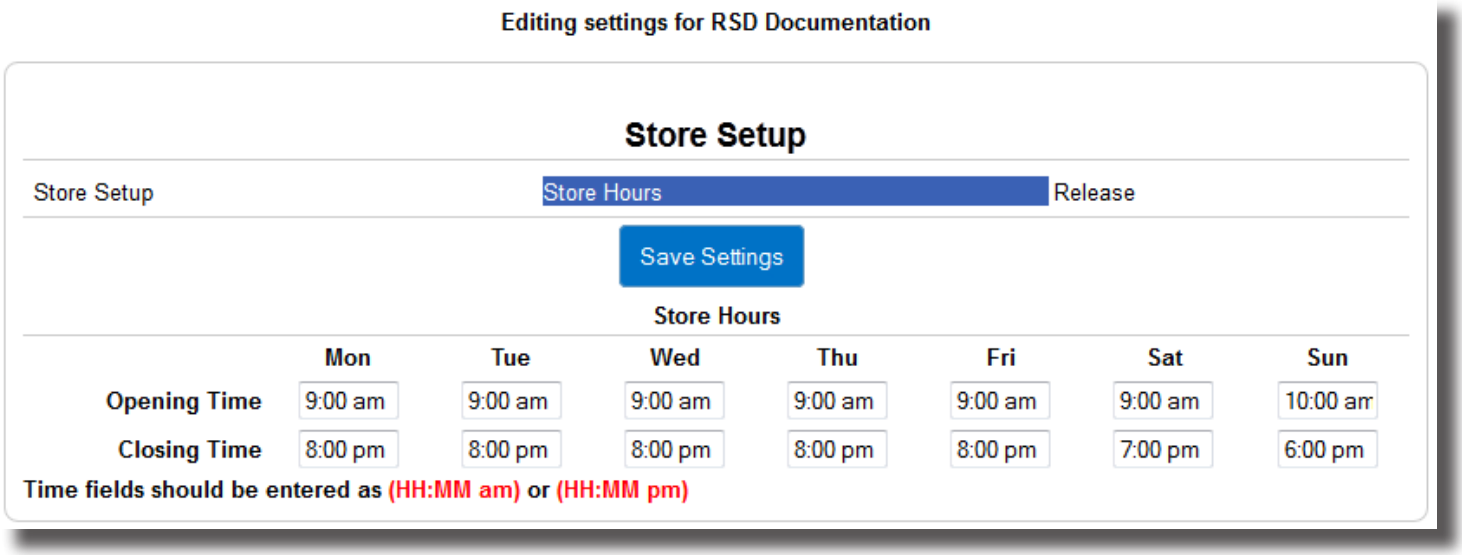
Grades can be edited and unassigned grades can be entered at **Reports → School → Student Grades** (Grades are unassigned if the Skip button is used at ringout). The grade field supports up to two decimal places of precision, for example 98.75.

Grades and credits can also be assigned for services performed on mannequins. This allows students to receive adequate grades and credits to graduate in a reasonable amount of time in the event there are not enough customers.

Store Setup

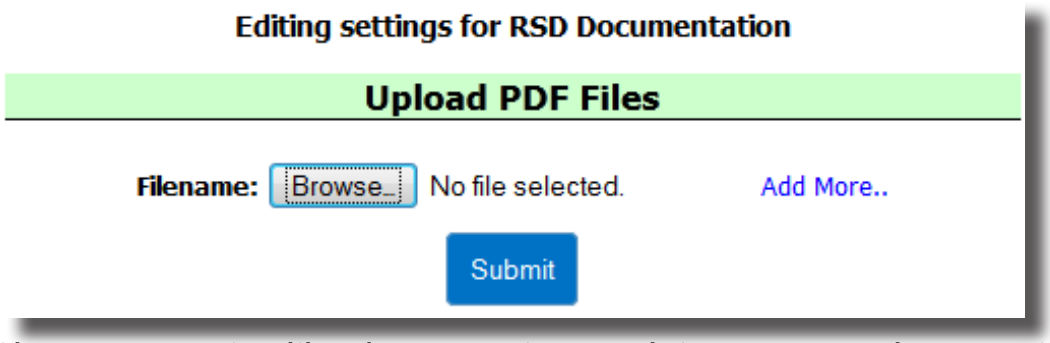


Above is the default view for the Store Setup submenu as it appears when the user first logs onto it. This submenu is for information that will be necessary for other iOffice and the SuperSalon functions such as scheduling, appointments, and certain aspects of payroll.



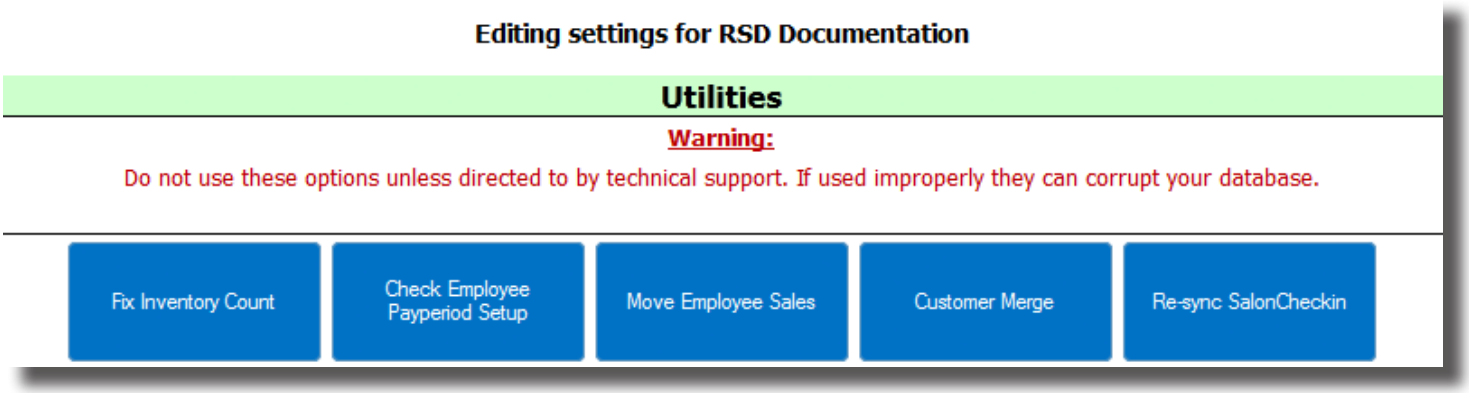
For example, the second button labeled “Store Hours” is where the user configures the hours of operation for the salon. The information input here is also used by the system to check schedules and appointments. Booking either will result in an error message if they fall outside the parameters of the hours set forth in this submenu. The third button labeled “Release” contains the template for users to configure with a chemical release statement on customer receipt.

Upload PDF



Sometimes it is neccesary to either incorporate new data or convey documents to Rogers Software in the form of PDF files. This submenu provides a quick and efficient way to perform this task.

Utilities


Editing settings for RSD Documentation
Utilities
Warning:
Do not use these options unless directed to by technical support. If used improperly they can corrupt your database.
Fix Inventory Count
Check Employee Payperiod Setup
Move Employee Sales
Customer Merge
Re-sync SalonCheckin

The Utilities submenu of iOffice is a bit more limited than that on the POS itself. This is due mostly to iOffice not being directly connected to the SuperSalon database. As a result, all of iOffice's utilities pertain only to the online data stored on Rogers Software's severs.

Fix Inventory Count

This utility sends a query to the iOffice database which matches the backed up inventory counts to those that should be on the POS as well.

Check Employee Payperiod Setup

Running this can correct payroll issues where specific employees are not appearing on the reports despite working those established hours.

Move Employee Sales

This takes the user to a screen with a drop down menu that allows them to merge records of that nature. However, it will not move payroll data (punches, etc).

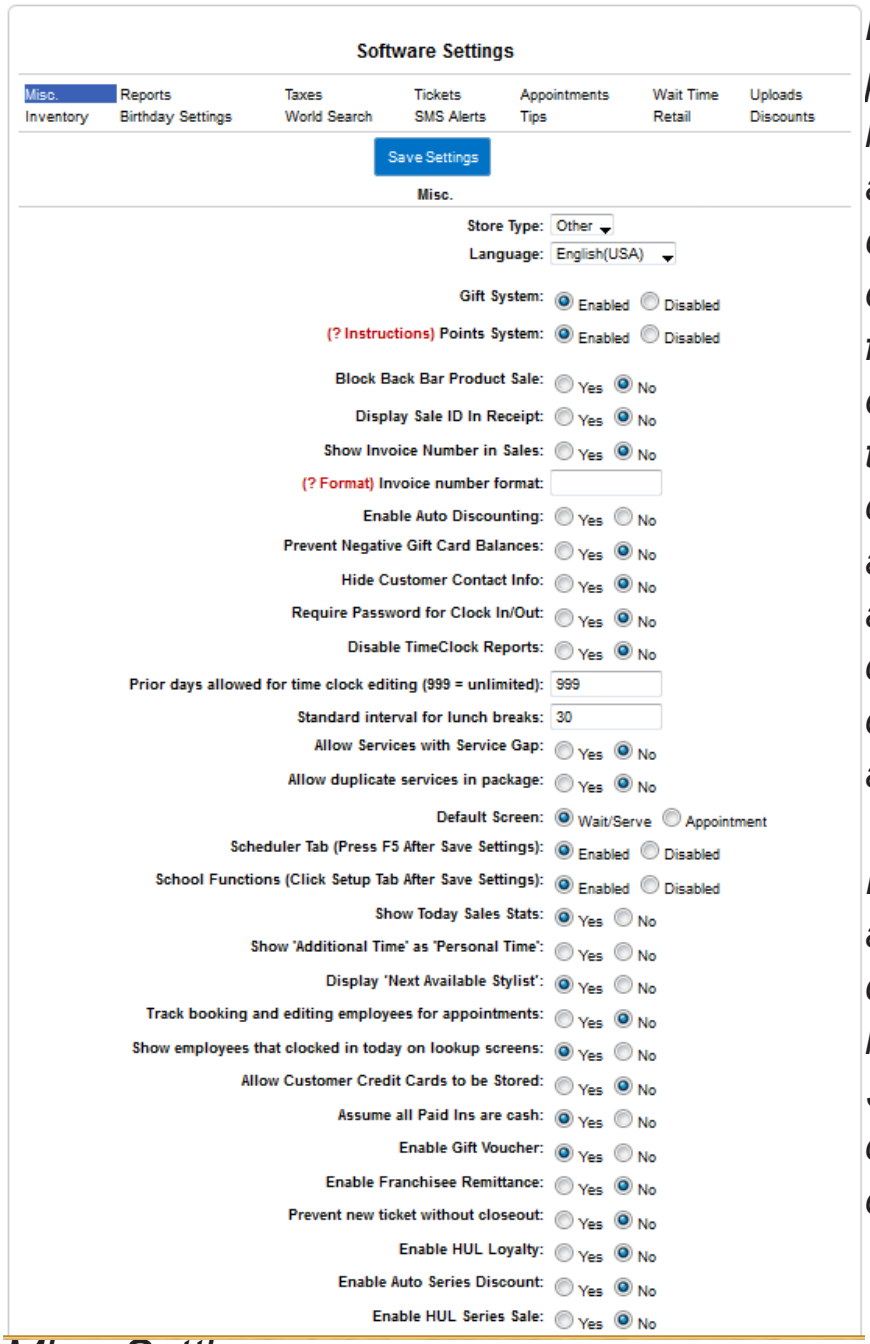
Customer merge

This is the only tool available to owners and manager for cleaning up customer records. The user will be prompted to search for a customer name, and it will bring all records of that name and give the user the option of merging them.

Re-synch SalonCheckin

This utility resets and recalibrates the communication protocols between iOffice and the SalonCheckin server. This should be run if there are ever complaints about the checkin site being down.

Part Twenty One: Software Settings


Software Settings
Misc.
Reports
Taxes
Tickets
Appointments
Wait Time
Uploads
Inventory
Birthday Settings
World Search
SMS Alerts
Tips
Retail
Discounts
Save Settings
Misc.
Store Type: Other
Language: English(USA)
Gift System: Enabled Disabled
(? Instructions) Points System: Enabled Disabled
Block Back Bar Product Sale: Yes No
Display Sale ID In Receipt: Yes No
Show Invoice Number in Sales: Yes No
(? Format) Invoice number format:
Enable Auto Discounting: Yes No
Prevent Negative Gift Card Balances: Yes No
Hide Customer Contact Info: Yes No
Require Password for Clock In/Out: Yes No
Disable TimeClock Reports: Yes No
Prior days allowed for time clock editing (999 = unlimited): 999
Standard interval for lunch breaks: 30
Allow Services with Service Gap: Yes No
Allow duplicate services in package: Yes No
Default Screen: Wait/Serve Appointment
Scheduler Tab (Press F5 After Save Settings): Enabled Disabled
School Functions (Click Setup Tab After Save Settings): Enabled Disabled
Show Today Sales Stats: Yes No
Show 'Additional Time' as 'Personal Time': Yes No
Display 'Next Available Stylist': Yes No
Track booking and editing employees for appointments: Yes No
Show employees that clocked in today on lookup screens: Yes No
Allow Customer Credit Cards to be Stored: Yes No
Assume all Paid Ins are cash: Yes No
Enable Gift Voucher: Yes No
Enable Franchisee Remittance: Yes No
Prevent new ticket without closeout: Yes No
Enable HUL Loyalty: Yes No
Enable Auto Series Discount: Yes No
Enable HUL Series Sale: Yes No

Both iOffice and the SuperSalon point-of-sale system it governs have a large array of settings that are designed to allow users to customize their systems to the exacting standards necessary for their unique business environments. The next section of this user's manual will contain all of the definitions for the settings, and how they affect performance and function. And due to the scope of this section, it was neccesary to omit it from the previous section, and give it its own.

It is important to note that any and all settings changes that are done at the iOffice level need to have an standard upload from the SuperSalon point-of-sale system in order for the settings to take effect on that end.

Misc. Settings

Store Type

Select the following store type that applies to your location: 6E Empire, 5S SuperCuts, 4C Cost Cutters, 3F Fantastic Sams, 2B Barbershop, 1F Full Service, Other

Language

Select the Language that is native to your region. The available languages are: English (USA), English (CAN), English (GBR), Hindi, German, Spanish, Arabic (U.A.E), Arabic (Qatar). Restart SuperSalon for the changes to apply after the receiving upload has been perfmormed.

Gift System
The gift card / certificate functionality is toggled with this setting.

Points System
Likewise, if the user would like to incorporate Customer Points into their system, setting this to “Enable” will achieve this.

Block Back Bar Product Sale
Enable this option if you wish to prevent employees from selling Back Bar items. You must also select Back Bar” from the Type drop down on the product record (Manager Tab → Products → Product Record → Type).

Display Sale ID In Receipt
Setting this to “Yes” will show the daily ticket number on the customer receipt. This will display the database sale ID on the receipt. This is unique to every ticket.

Display Invoice Number on Receipt
This will display an invoice number on the receipt. Much like the above but the number is not determined by the database

Enable Auto Discounting
This setting will either activate or deactivate the Auto Discount functionality for the point-of-sale.

Prevent Negative Gift Card Balances
Enabling this setting will allow a gift card to be charged despite having no funds on it. This is meant as a way to service a customer with the expectation they will put money on said card.

Hide Customer Contact Info
Having this set to “Yes” will block out any queries as to the personal information of your customers. It should be noted that there is a Permission that governs this as well, but this setting will shut it down for everyone, despite authorization status.

Require Password for Clock In/Out
Though self explanatory, this setting will require all employees to input their passwords in order to access the Timeclock screen.

Disable Time Clock Reports
If this line is disabled, employees will not be able to print the Mini Production and Itemize Reports from the Time Clock.

Allow Services with Service Gap
Setting this to “No” will cut down on idle time spent by the salon staff.

Allow Duplicate Services in Package
This allows owners and managers to decide on including more than one performed service on their package deals.

Default Screen
This setting determines whether the Wait/Serve screen or the Appointments screen is populated as the default view for the business day.

Scheduler Tab
This is the setting that determines whether or not SuperSalon’s Scheduler tab is utilized for staffing, or if the ownership / management staff uses their own method. After the receiving upload is performed, the store side POS will need to refresh their browser with F5 for the setting to take effect.

School Settings
SuperSalon and iOffice have many functions that apply to schools. Here is where you enable or disable these functions. When you enable School Functions several new fields and buttons appear throughout the POS and IOffice.

Show Today’s Sales
Gives the option of viewing “Today’s Sales” from the Wait/Serve screen of the POS.

Show “Additional Time” as “Personal Time”
This setting alters reporting metrics to show any time that goes above and beyond the established schedule as non-billed time.

Display "Next Available Stylist"
This option, if set to "yes" will show the next stylist available to service a customer on the Wait/Serve screen.

Track Booking and Editing Employees for Appointments
If Appointments are enabled in the system, this setting will keep track of which individual employee edited or booked an appointment in the reports.

Show Employees That Clocked in Today on Lookup Screens
This setting will populate the clocked in employee name on the various look up screens that comprise a ticket sale.

Allow Customer Credit Cards to Be Stored
Due to recent PCI compliance laws, this setting has been nullified, and they system no longer stored any sensitive customer financial data anymore.

Assume all Paid Ins are Cash
This will automatically categorize any and all Paid Ins as cash payments for tracking and reporting purposes.

Enable Gift Voucher
For businesses who run Gift Vouchers (mostly in Canada), this setting will enable or disable them according to the owner's wishes. Tracking them will be accomplished after setting them up as a payment method.

Enable Franchisee Remittance
This setting allows Franchisees to better process their payments to their corporate offices.

Prevent New Ticket Without Closeout
This setting makes it so once the salon is closed for the day, no new tickets may be processed until the store is opened again.

Enable HUL Loyalty
Seldom used setting that governs a program for Gift Cards and Gift Vouchers. Mostly replaced by SVS as of 2012.

Enable Auto Series Discount
This is for series sales. It will automatically apply the discount to a service when the customer is entered.

Allow Package Upgradation
Though the title might be grammatically torturous to read, this setting allows packages to be modified on the fly for individual customers and/or circumstances.

Custom Employee Sorting
Allows the user to configure how employees are displayed in the various lookup screens based on a vast amount of criteria available in this drop-down menu.

Accept SVS Reward Cards
Toggling this setting to “Yes” will prompt the system to begin accepting SVS-based gift card payments. The settings will still need to be configured in the Payment Methods screen for them to be fully operational, however.

Prompt for SVS Reward Cards when Pay Now is Pressed
Setting this to “yes” will generate a pop up asking you the customer would like to utilizing SVS reward card when every ticket is checked out. In the interest of efficiency, this is very rarely set to “Yes” and is not required for SVS payments.

Apply Reward Cards To
The drop-down in this setting has “Services”, “Products”, or “Both” listed in regards to exactly where Reward Cards may be applied.

SVS Reward Card Discount Code
The individual code for this salon’s SVS processing capability should be entered here.

REGIS Inventory Count Enabled
For salons whose inventory is determined by Regis, the next three settings help enable the process and ensure proper communication.

Require Opening Till Count
Choose “Yes” if you would like to require Opening Till to be counted each day.

Carry over Opening till from Closing
Choose “Yes” if you would like to carry over the Closing Till to the next day to be used as an Opening Till. This will be different than the Expected amount if it drops below that.

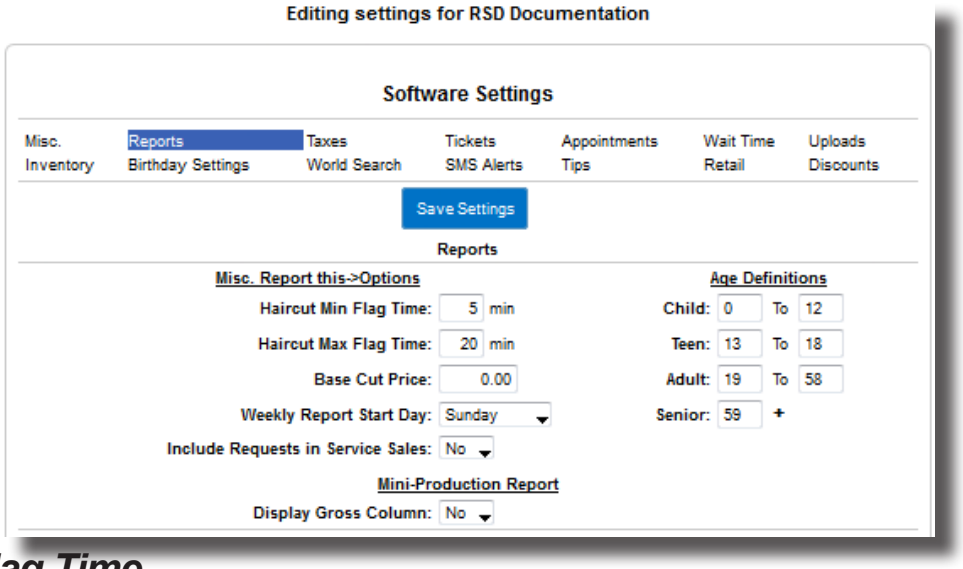
Allow opening till to be recounted
Choose “Yes” if you would like to allow multiple edits to your opening till count.

Allow deposits to be edited
Choose “Yes” if you will not be depositing what the close out states. The Expected Till Count must be set to 0 to enable.

Expected Opening Till Amount
This is the amount you would like the Opening Till Amount to be. It will be used to calculate carry over, if enabled.

Add Drops to Close Out Totals
Choose “Yes” if drops should be included in the expected till amount for the day.

Software Settings - Reports



Haircut Min Flag Time

Specify a minimum flag time for haircuts for anti-theft. If an employee performs a service without entering it in the computer, but enters it at the last minute because the customer wants a receipt, or because another employee arrives, this will be flagged.

Haircut Max Flag Time

Specify a Maximum flag time for haircuts for anti-theft. If a haircut typically takes 15 minutes, you might set the maximum to 20 minutes. If a haircut takes 40 minutes it will be flagged. Sometimes this can indicate that a more expensive service was performed, but the employee only entered a haircut and kept the extra money.

Include Requests in Service Sales

If enabled, requests will be listed as service on the Production report.

Age Definitions - Child/Teen/Adult

Customize your customer age group. If you are using the Customer Database, customers will be tracked automatically based on their birthday.

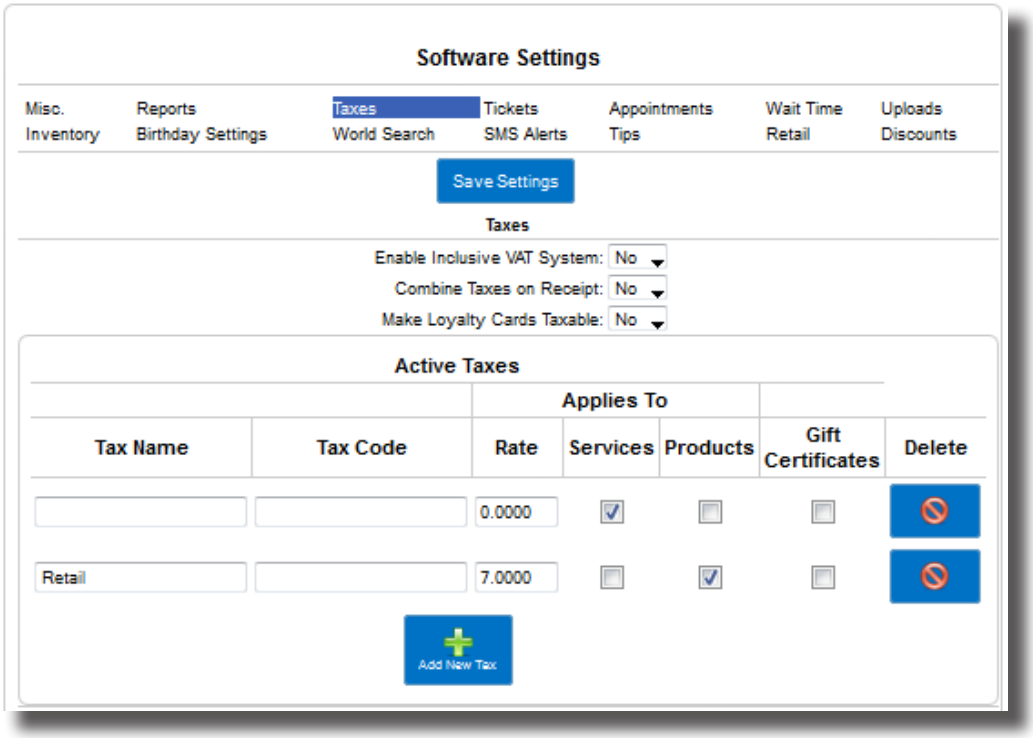
Mini-Production Report - Display Gross Column

If enabled, this feature will add a Gross $ column to the Sales Summary on the Mini-Production Report.

Weekly Report Start Day

Specify the day of the week you would like the Weekly Report to start from. Try to match this day with your pay period to reduce confusion.

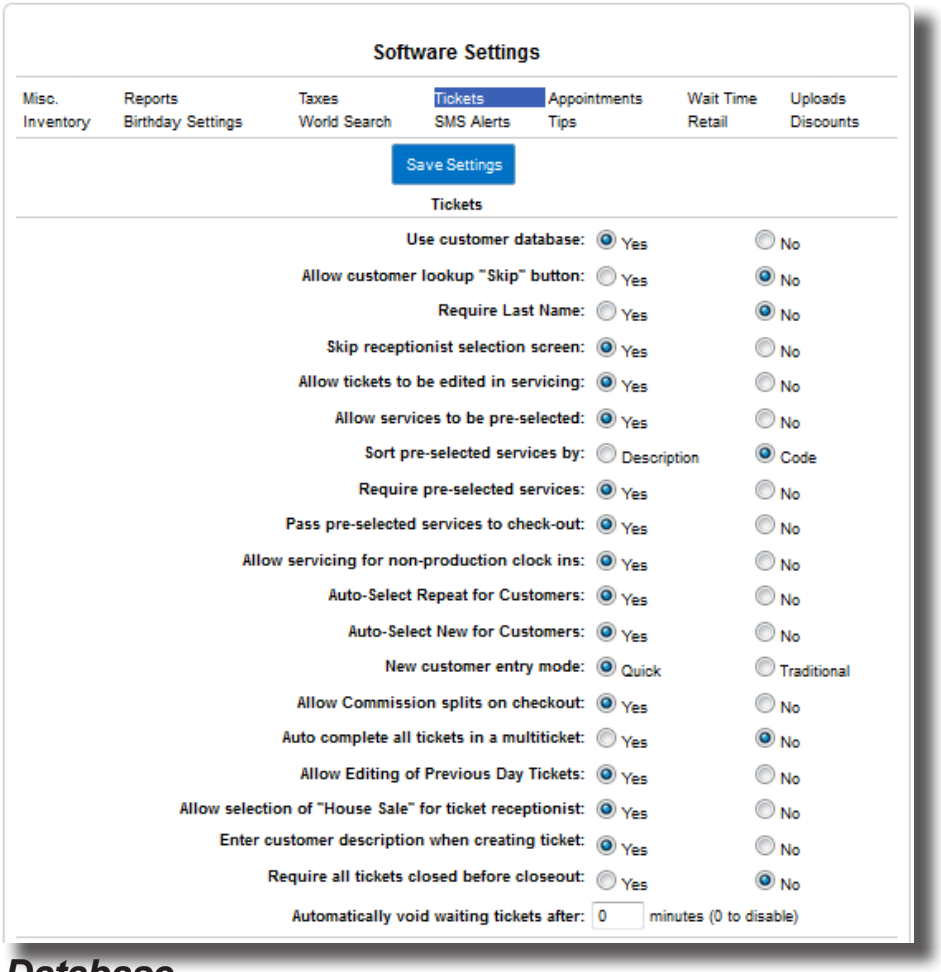
Software Settings - Taxes



Tax rates may be configured from this screen and applied to the point-of-sale via standard upload. The options include enabling the VAT system, combining all taxes on the receipt (where applicable), and making loyalty cards taxable.

Creating a new tax is achieved by clicking the green plus sign at the bottom of the interface, giving the new tax a name, determining its percentage rate, and what items that rate will apply to. Services, products, and gift certificates are currently the selections.

Software Settings - Tickets


Software Settings
Misc.
Reports
Taxes
Tickets
Appointments
Wait Time
Uploads
Inventory
Birthday Settings
World Search
SMS Alerts
Tips
Retail
Discounts
Save Settings
Tickets
Use customer database: Yes No
Allow customer lookup "Skip" button: Yes No
Require Last Name: Yes No
Skip receptionist selection screen: Yes No
Allow tickets to be edited in servicing: Yes No
Allow services to be pre-selected: Yes No
Sort pre-selected services by: Description Code
Require pre-selected services: Yes No
Pass pre-selected services to check-out: Yes No
Allow servicing for non-production clock ins: Yes No
Auto-Select Repeat for Customers: Yes No
Auto-Select New for Customers: Yes No
New customer entry mode: Quick Traditional
Allow Commission splits on checkout: Yes No
Auto complete all tickets in a multiticket: Yes No
Allow Editing of Previous Day Tickets: Yes No
Allow selection of "House Sale" for ticket receptionist: Yes No
Enter customer description when creating ticket: Yes No
Require all tickets closed before closeout: Yes No
Automatically void waiting tickets after: 0 minutes (0 to disable)

Use Customer Database

Toggling this setting will activate or deactivate the Customer database for the purposes of new ticket entry. Having this set to “No” can cause problems in record keeping, but for some walk in stores, it speeds up the POS.

Allow Customer lookup “skip” button

This setting will determine whether or not a “Skip” button will be placed in the POS interface during ticket processing to allow the user to forgo looking up a customer’s information.

Require Last Name

Tickets cannot be entered into the system with a blank field were a last name should be, if this setting is toggled to “Yes”.

Skip Receptionist Selection Screen

This setting governs whether or not a lookup screen for the receptionist will appear during ticket processing.

Allow tickets to be edited in servicing
With this set to “no”, stylists and managers will not be able to make any changes to tickets once they have been entered into the system in place in either waiting or servicing.

Presort selected services by
The preselected services during the checkout process will be presented either in order of their code order description, based on this setting.

Require Pre-Selected Services
Enable this option to require employees to pre-select services during new ticket creation.

Pass Pre-Selected Services to Check-Out
Enable this option to allow services that have been pre-selected to move to the check-out screen. If this option is disabled, services will need to be selected again once the ticket moves to check-out.

Allow servicing for nonproduction clock ins
Having this setting toppled to “yes” will allow receptionist and other non-production employees to perform services if needed.

Auto select repeat for customers
The system will automatically assume that every customer that is processed in the point-of-sale system will be a repeat visitor if this is set to “yes”.

Auto select new for customers
This setting is the polar opposite of the one above in that it will allow the system to presume all customers are new as opposed to repeats.

New Customer Entry Mode
Toggle for the desired type of new customer entry mode. The available types are:
Traditional — In the traditional mode, the customer database fields flow in a traditional manner: name, address, city, state, zip code.

Quick — In the quick mode, the most common customer information is arranged first. Also, the zip code field comes before city, state, etc. which populate based on the zip code entered.

Auto Prompt for Split Commission in Checkout
If enabled, any service listed with split commission will result with a pop-up during Check-Out forcing the user to select and end the commission split information.

Auto Complete All Tickets in a Multiticket
If enabled, all tickets that are part of a Multiticket will automatically be completed once the CheckOut process is finished.

Allow editing of previous days tickets
If this setting is enabled, it will allow staff members with the appropriate permission levels to go into the “Search Sales” screen and edit tickets from any given date.

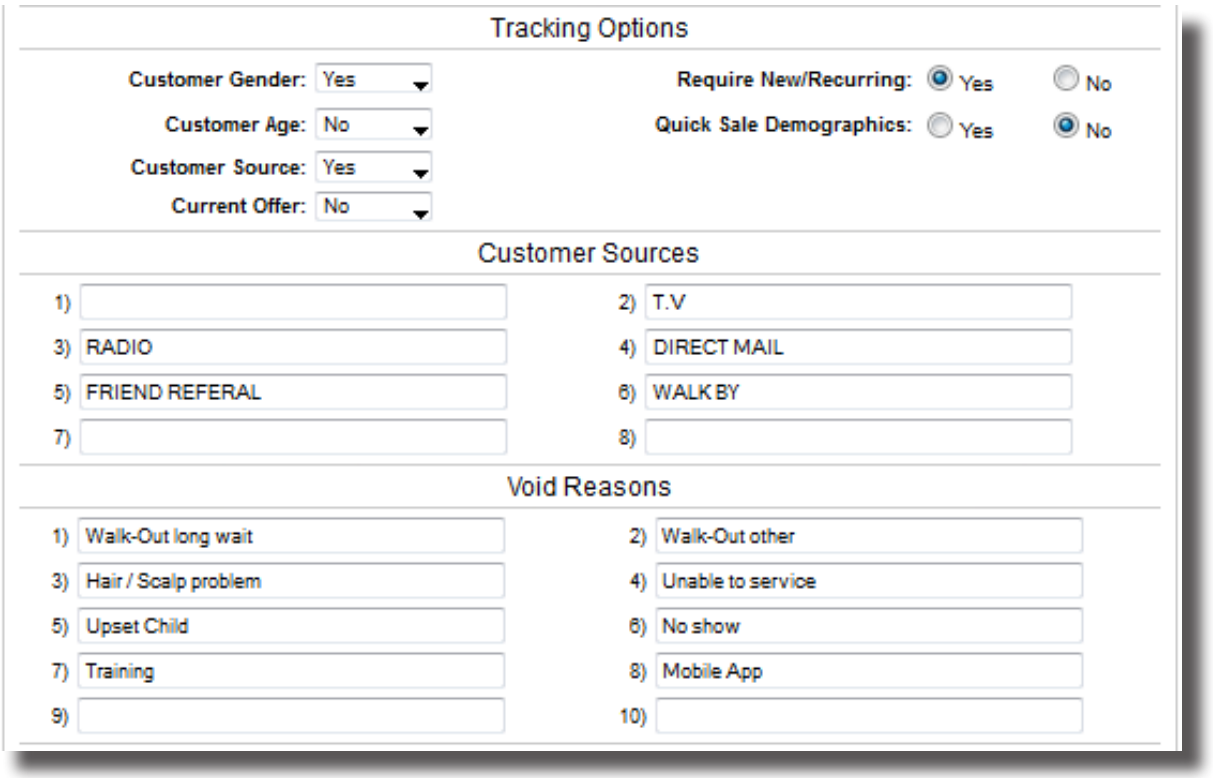
Allow Selection of “House Sale” for Ticket Receptionist
Enable this option to enable House Sale as a selectable employee. If this option is disabled, then “House Sale” will not show up on any of the employee lists.

Enter Customer Description When Creating Ticket
If enabled, this feature will provide a Description field for new tickets. Enter a visual characteristic of the customer, this allows staff to view the details on the ticket while in waiting and approach the customer, rather than calling out for the customer by name.

Require all tickets closed before closeout
With this set to enabled, stylists and managers are unable to enter the closeout screen until all tickets for that day have been completed.

Automatically Void Waiting Tickets After
This option will automatically void tickets that are still in waiting based on the numerical value entered in the box.

Software Settings - Tickets (Bottom Options)



Tracking Options

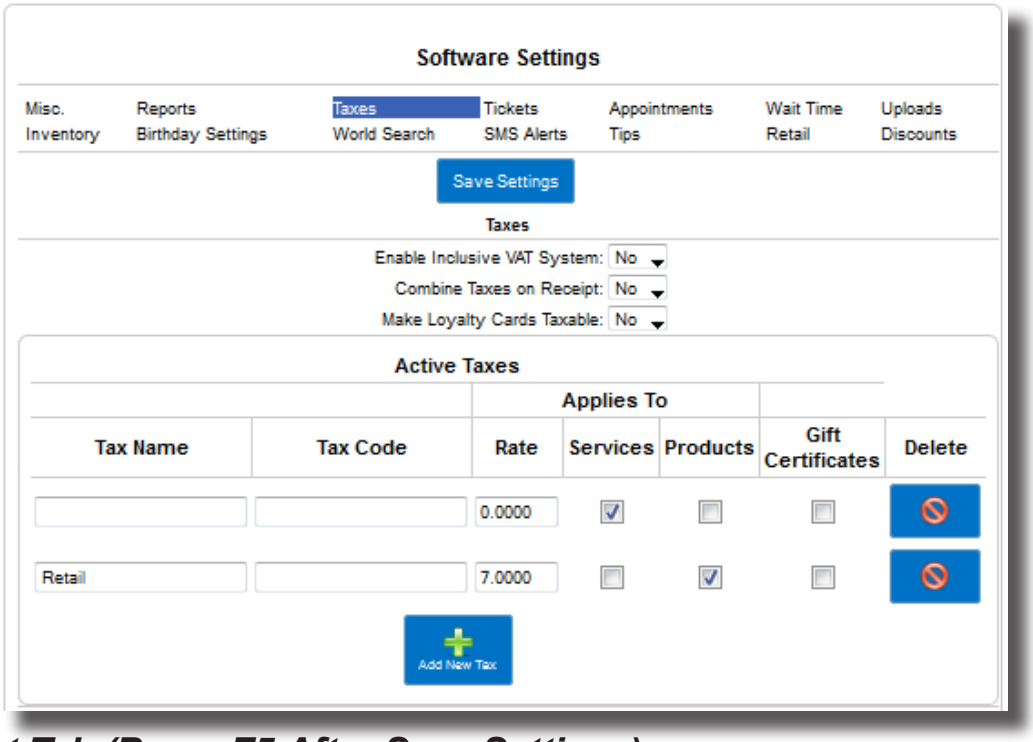
This series of tracking parameters assists in the reporting functionality of both SuperSalon and iOffice immensely. Requiring demographics will paint a very good long-term picture of the business environment and its associated ebbs and flows.

Customer Sources

User can input various sources of customers in this section and save them for tracking purposes as well. Sources could be anything from promotions, walk-ins, or holiday traffic.

Void Reasons

The user configures the different reasons for a ticket to be voided in these fields. These reasons then populate in the lookup screen whenever a ticket is voided on the point-of-sale system. Generalized void reasons include things like “Customer Walked Out”, “Unruly Child”, or “Impending Apocalypse”.



Appointment Tab (Press F5 After Save Settings)

If the user does not wish to use the appointment book screens, disable this line. The Appointment Tab will be removed.

Manually Assign Resources

When making an appointment the user may manually assign resources to their customers or have iOffice assign the resources for them to manually assign resources, enable this line (to set up resources select the Manager Tab → Resources).

Default Screen Main or Resource View

Here the user can set their default Appointment screen to show resources or show employees.

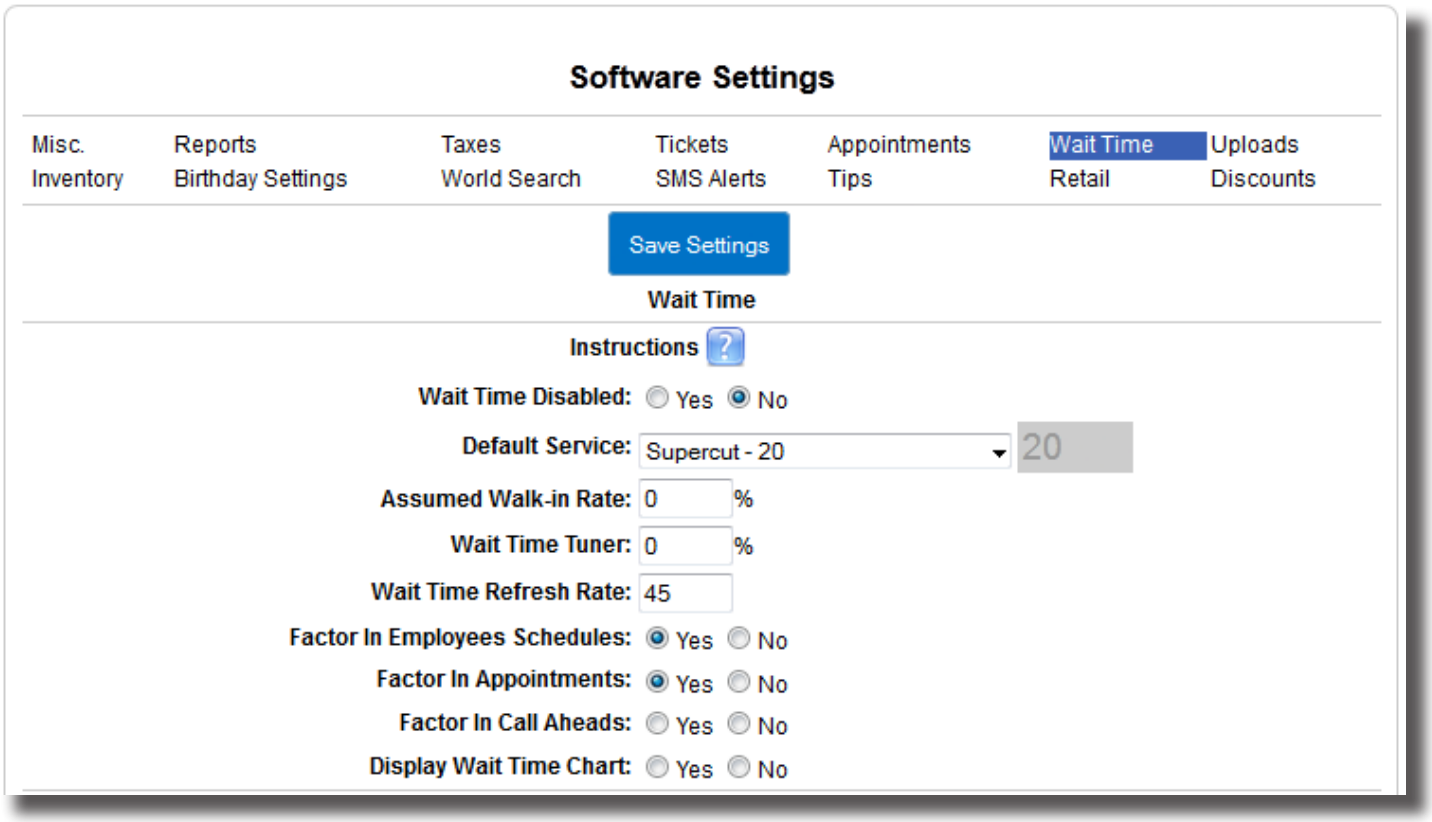
Days to Check for Duplicate Booking

Enter the number of days ahead you wish the system to check for duplicate bookings here. The system will notify you when you are double booked. If it is not necessary to have the system check for double booking, enter a "0" to disable.

Appointment Screen Timeout in Seconds

Enter a non-zero value here to require an employee to log in to the Appointment screen after the screen is idle for the entered number of seconds. Entering zero will disable this function.

Software Settings - Wait Time



Default Service/Default Time

The call-ahead wait time is designed to assume that walk-ins may show up before the call-aheads arrive. To provide an accurate time estimate, iOffice pads the call -ahead time estimates to accommodate potential walk-ins. The service or time chosen here is the assumed service time of any potential walk-ins.

Assumed Walk-In Rate %

This option creates a separate wait time bar for call-aheads, provided a number larger than 0 is used. The call ahead wait time bar is calculated based on the Default Service/ Time selected and whatever percentage is used in this box. Locations that constantly have customers walking in may want to use a higher Assumed Walk-in Rate % so that their call ahead customers have a more accurate view of the potential wait time.

Wait Time Tuner %

This option will increase or decrease the walk-in wait time and the call-ahead wait time calculation by the specified percentage. It allows you to adjust the wait time estimator to your salon.

Wait Time Refresh Rate %

This option specifies how frequently the wait time will update on your sales screen. Lower numbers will increase accuracy but require more system resources.

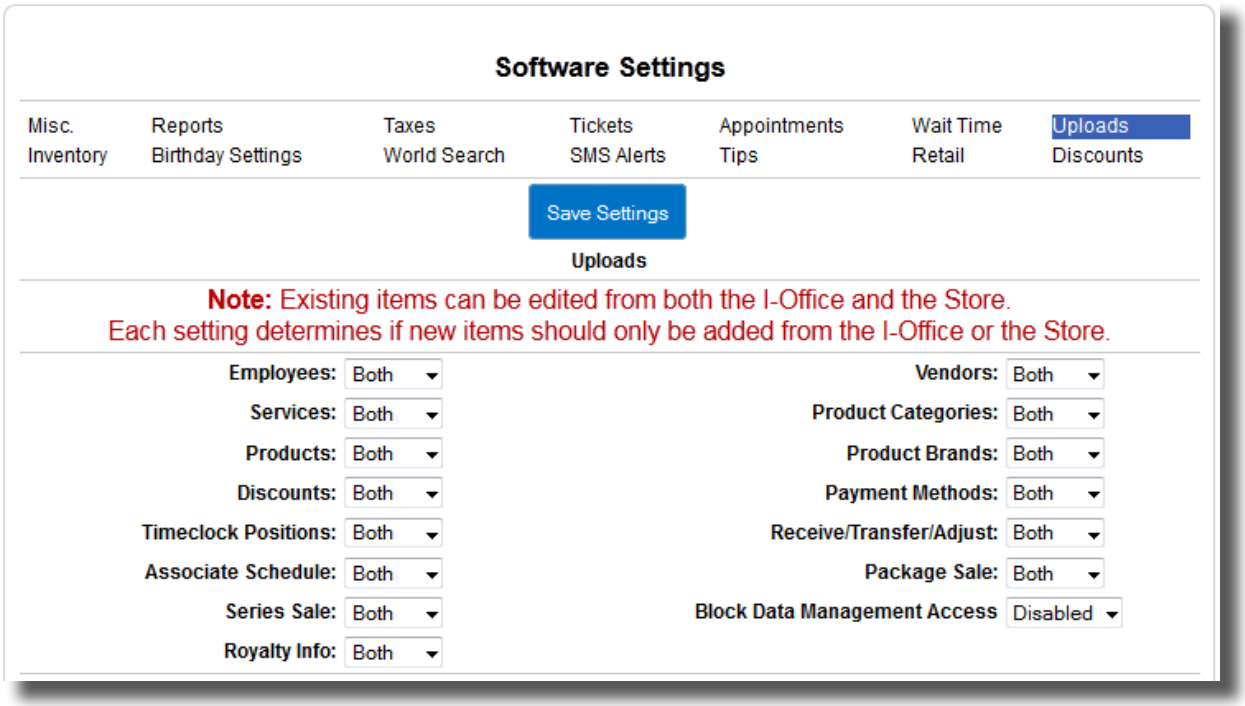
Factor in Employees Schedules

When enabled, wait time calculations will consider employee schedules when determining the wait time. If set to “yes” and an employee is scheduled to come in within the current wait time, the wait time will reflect that accordingly. It will also take into consideration if an employee is blocked out for a period of time. If the employee does not clock in at their scheduled time the customer will be factored into another employee’s queue.

Factor in Appointments

This option determines whether or not pending appointments are factored into the current wait time. If enabled, it will automatically assign an employee’s appointments to them. Employees will show up in the list even if they are not clocked in. If they do not take their appointment at its scheduled time the appointment will not be factored to anyone and the employee will not appear in the wait time list. Additionally, if an appointment is scheduled by resource, without an employee selected, it will put the appointment into an employee’s queue that is available at that time.

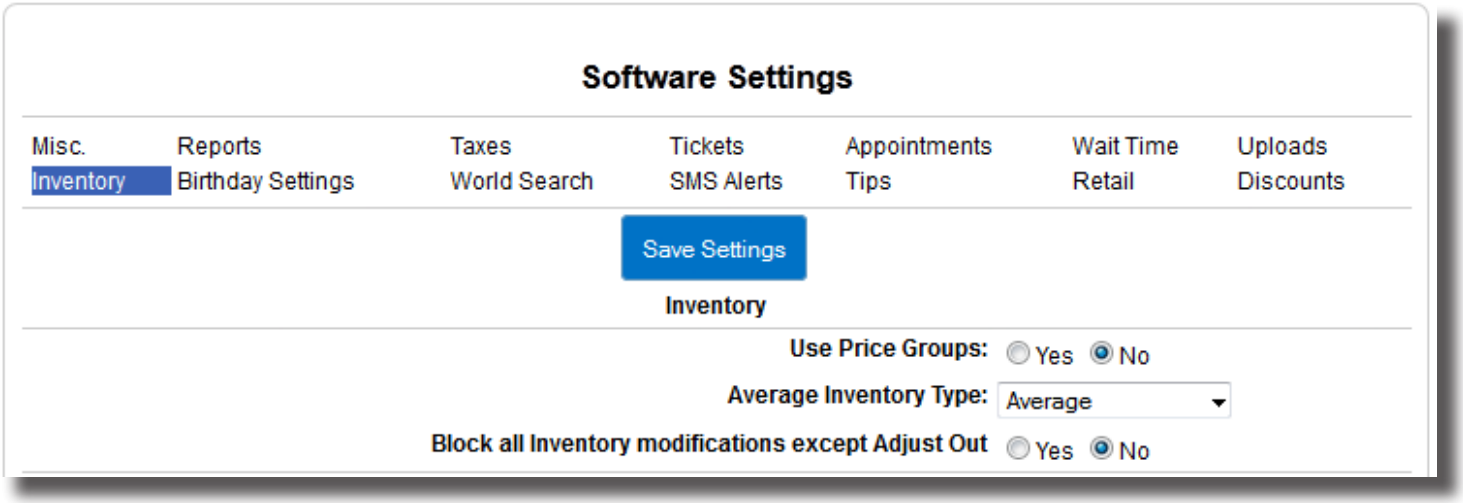
Software Settings - Uploads



The upload settings are configurable from this submenu, and should be reviewed very closely before implemented. Any image above, you can see a series of 14 drop down embedded settings which correspond to different aspects and elements to the SuperSalon point-of-sale, as well as iOffice. In this screen, the user can select which system will be the authority as far as the input of new information.

Example: Having services selected to “iOffice-only” means that new services will need to be input from iOffice alone, because if they were done so on the POS, the new service would simply disappear after the next upload because that service was not present in iOffice.

Software Settings - Inventory



Use Price Groups

The option to enable price groups is in this submenu, and changes to the inventory will be immediate when it is enabled.

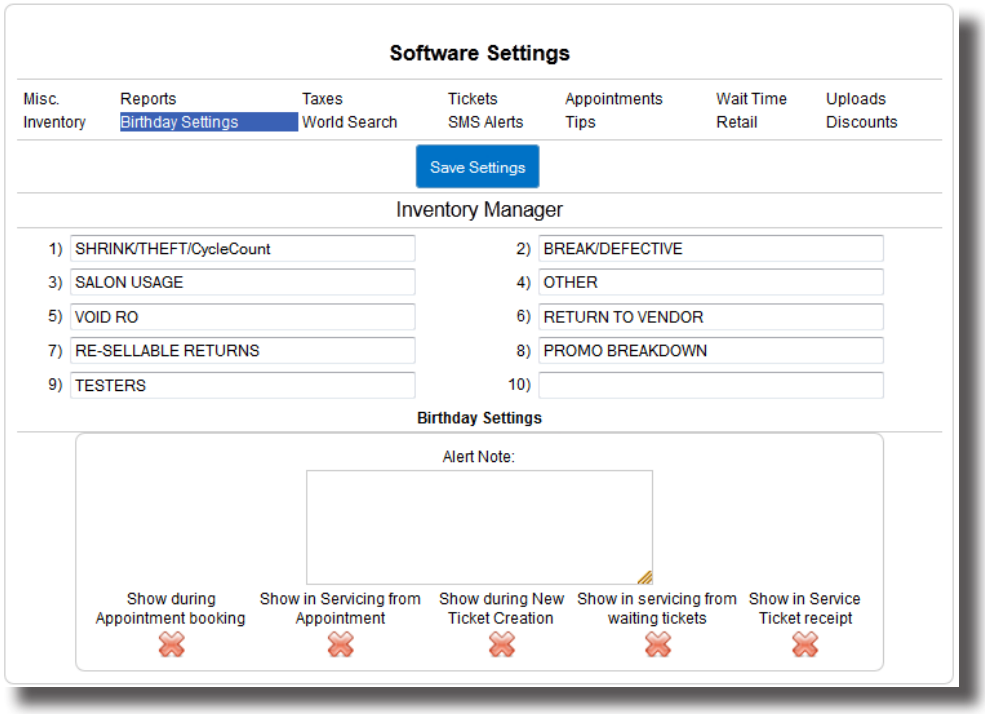
Block all inventory modifications except adjust in

This self explanatory setting is in place for security and shrinkage concerns. The user should be aware that this block will exist in the iOffice environment as well.

Inventory manager

These fields are for the user to enter their customized reasons for inventory adjustments. A few are already there by default, but they may be erased or edited as the user sees fit.

Software Settings - Birthday Settings



Enable Today's Birthday Pop-Up

If enabled, a customer's birthday notice will appear with the selected Alert Note entered below.

Show During Appointment Booking

If enabled, the birthday pop-up alert note will appear during Appointment Booking.

Show in Servicing From Appointment

If enabled, the birthday pop-up alert note will appear when servicing an appointment.

Show During New Ticket Creation

If enabled, the birthday pop-up alert note will appear when creating a New Ticket.

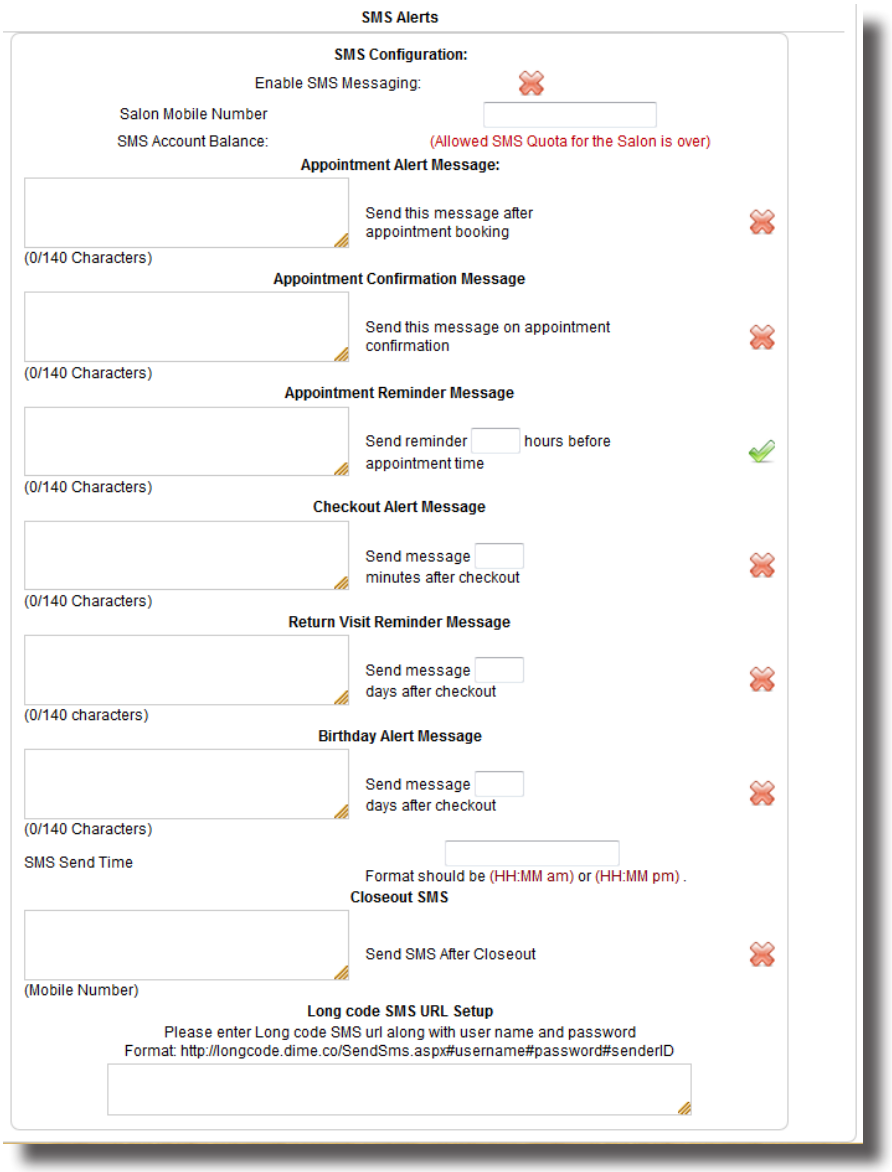
Show in Servicing From Waiting Tickets

If enabled, the birthday pop-up alert note will appear when a ticket is moved to waiting.

Show in Service Ticket Receipt

If enabled, the birthday pop-up alert note will appear on the servicing receipt when the ticket is moved from Waiting to Servicing.

Software Settings - SMS Alerts



NOTE: The SMS functionality is an extra service that will require both Rogers Software Technical Support and the Accounting department's attention prior to activation.

Enable SMS Messaging

If enabled, the SMS Feature will become active in the POS. SuperSalon only sends SMS messages to customers who are set to receive them. In order to opt customers in, select "Yes" under allow SMS on the customer record **(Manager Tab → Customers → Customer Search → Select Customer → Allow SMS)**.

SMS Account Balance

SMS messages must be purchased through SuperSalon Accounting to use the SMS system. This field will let you view your balance.

Appointment Alert Message

Enter the message you want be sent out to customers after booking an appointment. In order for the message to be sent, "Send this message after appointment booking" will need to be enabled. There is a 140 character limit.

Appointment Confirmation Message

Enter the message you want be sent out to customers after confirming an appointment. In order for the message to be sent, "Send this message on appointment confirmation" will need to be enabled. There is a 140 character limit.

Appointment Reminder Message

Enter the message you want to be sent out to customers as a reminder for an appointment. In order for the message to be sent, "Send reminder (X) hours before appointment time" will need to be enabled. There is a 140 character limit.

Checkout Alert Message

Enter the message you want to be sent out to customers after Check-Out. In order for the message to be sent, "Send message (X) minutes after checkout" will need to be enabled. There is a 140 character limit.

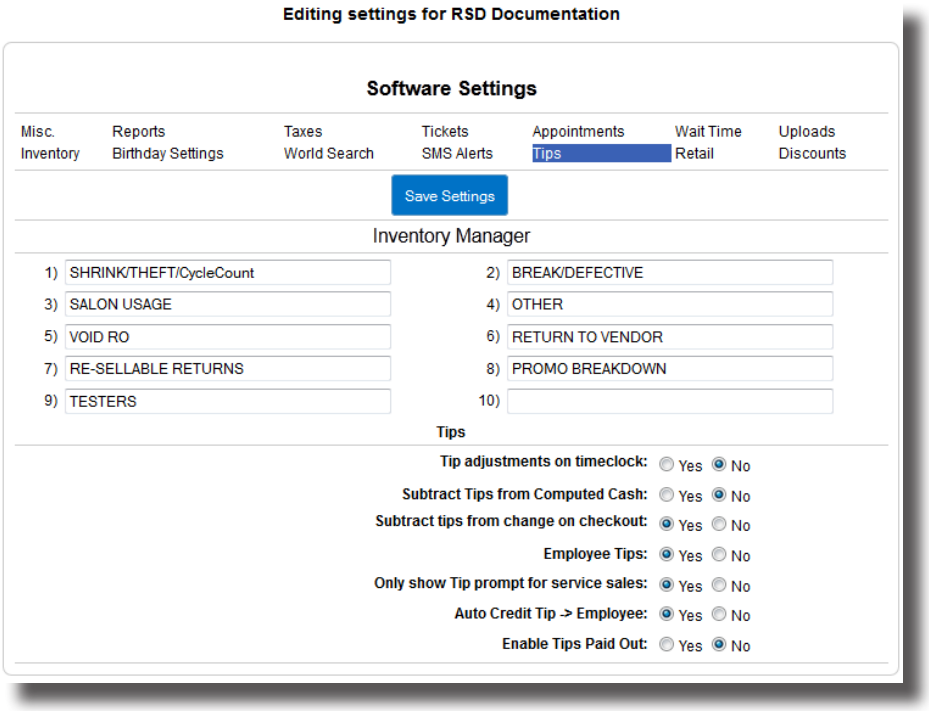
Return Visit Reminder Message

Enter the message you want to be sent out to customers as a reminder to return to the salon. In order for the message to be sent, “Send message (X) days after checkout” will need to be enabled. There is a 140 character limit.

Birthday Alert Message

Enter the message you want to have sent out to customers as a congratulation for their birthday. In order for the message to be sent, “Send message (X) days before customer’s birthday” will need to be enabled. The format should be as follows (HH:MM AM) or (HH:MM PM).

Software Settings - Tips



Tip Adjustments on Timeclock

If enabled, this feature adds a Tip Adjustment field on the Time Clock. This field allows users to adjust their tips in the event they were entered incorrectly.

Subtract Tips from Computed cash

If enabled, tips will be included in the total dollar amount to be balanced at Close Out. A line is also added to the Close Out to add in the amount of tips.

Subtract Tips From Change on Checkout

If enabled, the system will automatically display the change with the tip subtracted so that the user knows exactly how much to take from the drawer that doesn't include the tip.

Employee Tips

If enabled, an additional pop-up will be displayed on the check-out screen. This screen allows the user to enter tip amounts for additional employees involved in the transaction.

Only Show Tip Prompt for Service Sales

If enabled, the popup for tips will only be presented for service sales.

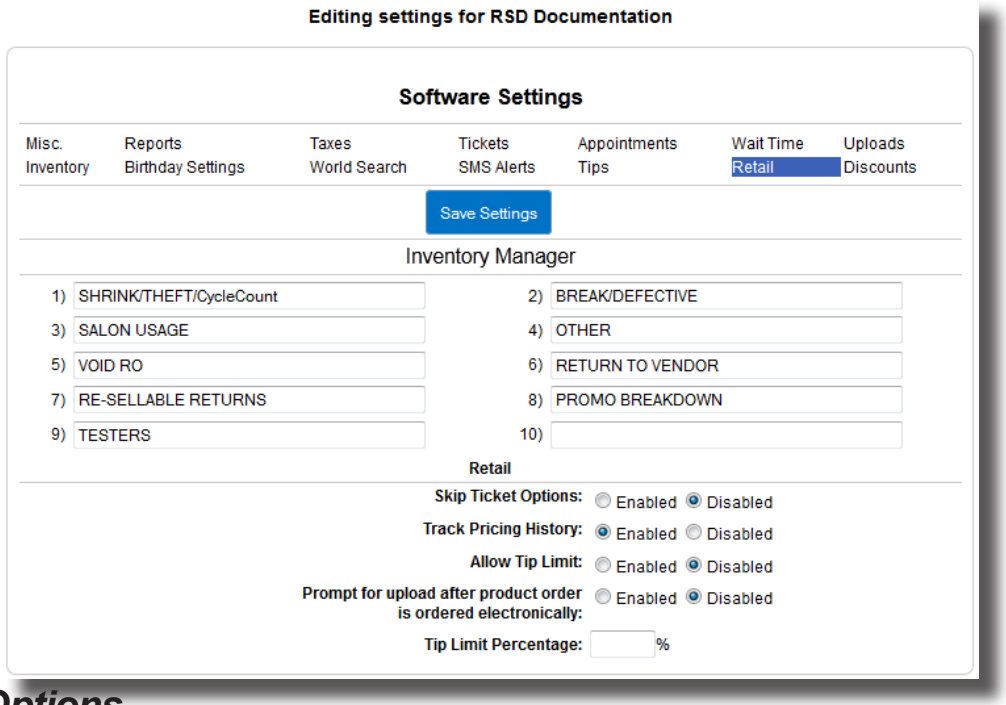
Auto Credit Tip → Employee

If enabled, a "Keep the Change" feature will automatically track tips which are generated from a credit card transaction. These tips are carried over to the Payroll Report.

Enable Tips Paid Out

If enabled, adds an Employee Tips button to the Open Till Section.

Software Settings - Retail



Skip Ticket Options

Skip Ticket allows you to bypass the wait/serve screen while still obtaining customer information then moves the ticket directly to Check-Out once a service and stylist has been selected from the preselect menu.

Track Pricing History

If this option is enabled, the system will track product pricing history. This is used in the Proof of Inventory report to calculate the cost of goods sold in specific date ranges.

Allow Tip Limit

If enabled, the POS will allow a tip limit.

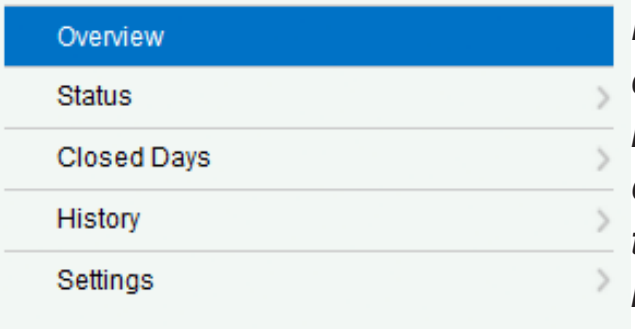
Prompt for Upload After Product Order is Ordered Electronically

If enabled, the system will prompt the user to upload after a product order is sent electronically.

Tip Limit Percentage

Enter the Tip Limit percentage. This feature runs in tandem with the aforementioned “Allow Tip Limit”.

Part Twenty Two: E-Royalties



For the last 5 years, the E-Royalties program developed by Rogers Software Development has allowed salon owners to safely and conveniently submit electronic royalty reports to the Regis Corporation. Using only the iOffice interface, business owners and / or their chosen representatives can simplify this process without having to manually review each sale.

The joint creation of this project by both Regis and RSD represents one of the earliest cross-company ventures that would eventually lead to the lasting partnership that still exists today. It represents a collaborative effort of developers and logistical personnel to create a fair and easy to use system. As a failsafe the system will not allow a user to submit incomplete sales data, and will not let the user get more than two report periods behind. If a submission is rejected, for whatever reason, the E-Royalties system will only allow users to submit one more period before subsequent submissions are refused.

The following publication is meant to be a reference source as well as a user's guide. All material discussed herein reflects information that has been found to be current as of Q3 2014.

The iOffice Interface

Upon logging into iOffice, the user need only click the "E-Royalties" tab located on the top menu bar. The interface is then broken down by five submenus that are available from the left side of the page, and they are listed below as follows;

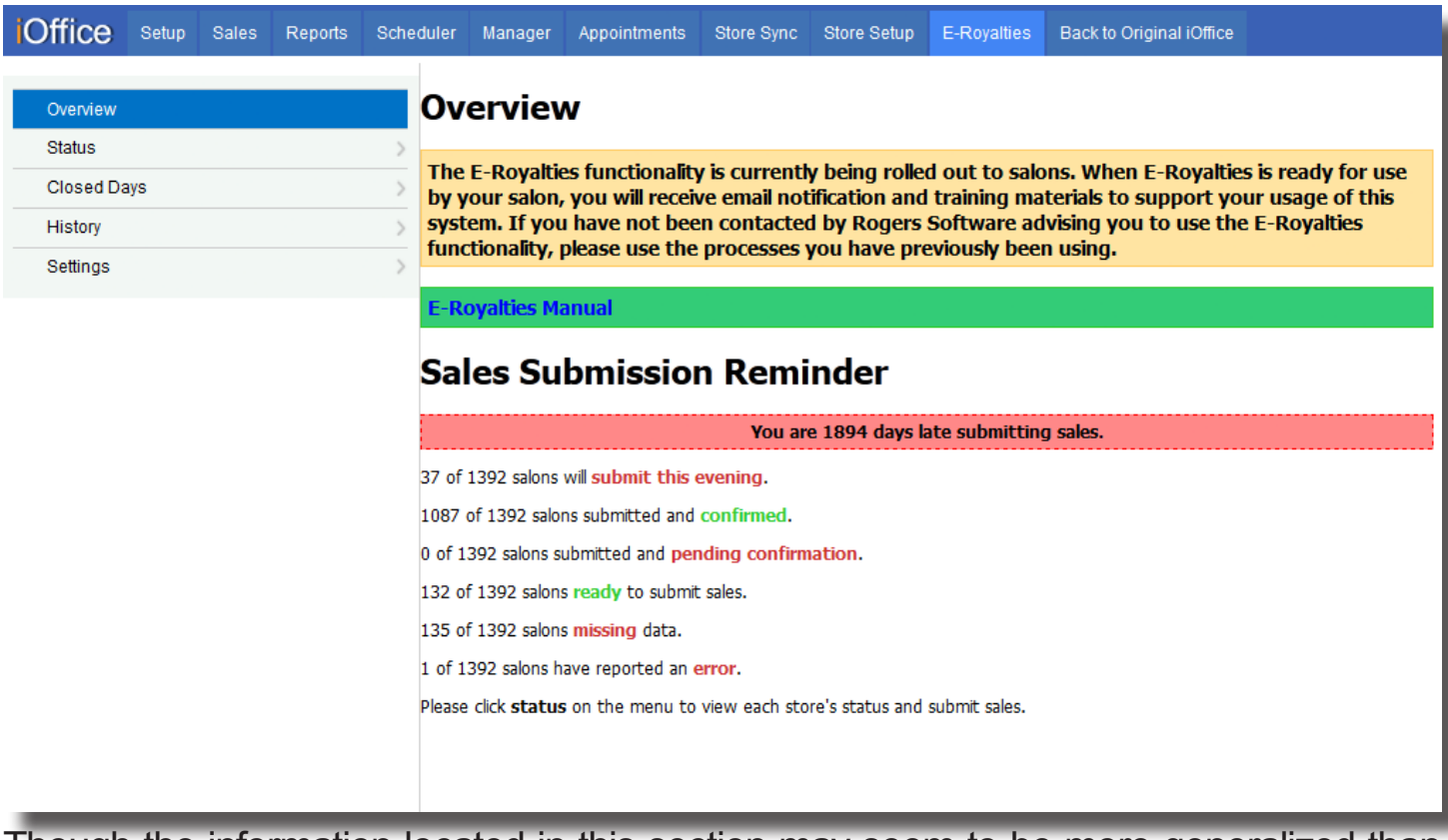
- Overview (The Default View)
- Status
- Closed Days
- History
- Settings

Each submenu corresponds with a specific functionality of the E-Royalties system, and though their labels may seem self explanatory, the following sections will map out each feature of these submenus. It is also important to know how they relate to the other features and setup options.

The Overview Page

The default view for the E-Royalties section of iOffice is the initial overview page that gives a quick numeric summary of all salons participating in the E-Royalties program, as well as their current statuses. As can be seen in the illustrated example below, this page also offers a reminder to the user of their current status, and how many days (if any) they are late in making their submissions.

A link to the current E-Royalties manual is also available from this screen via the self titled link, located above the Sales Submission Reminder.


iOffice
Setup
Sales
Reports
Scheduler
Manager
Appointments
Store Sync
Store Setup
E-Royalties
Back to Original iOffice
Overview
Status
Closed Days
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Settings
Overview
The E-Royalties functionality is currently being rolled out to salons. When E-Royalties is ready for use by your salon, you will receive email notification and training materials to support your usage of this system. If you have not been contacted by Rogers Software advising you to use the E-Royalties functionality, please use the processes you have previously been using.
E-Royalties Manual
Sales Submission Reminder
You are 1894 days late submitting sales.
37 of 1392 salons will submit this evening.
1087 of 1392 salons submitted and confirmed.
0 of 1392 salons submitted and pending confirmation.
132 of 1392 salons ready to submit sales.
135 of 1392 salons missing data.
1 of 1392 salons have reported an error.
Please click status on the menu to view each store's status and submit sales.

Though the information located in this section may seem to be more generalized than what may be needed by the client, each metric serves a specific purpose in regards as explained below:

- **"Salons Will Submit this Evening"**: The number of participating E-Royalty using salons that have all required information, and are ready to be sent to Regis during that evening's upload cycle.

- **"Salons submitted and confirmed":** Number of salons which, in the current reporting period, have already submitted and completed the process of their royalties for their location.

- **“Salons Submitted and Pending Confirmation”**: These are salons that have outstanding reports that have not yet completed the confirmation process, but have been confirmed as submitted to Regis.

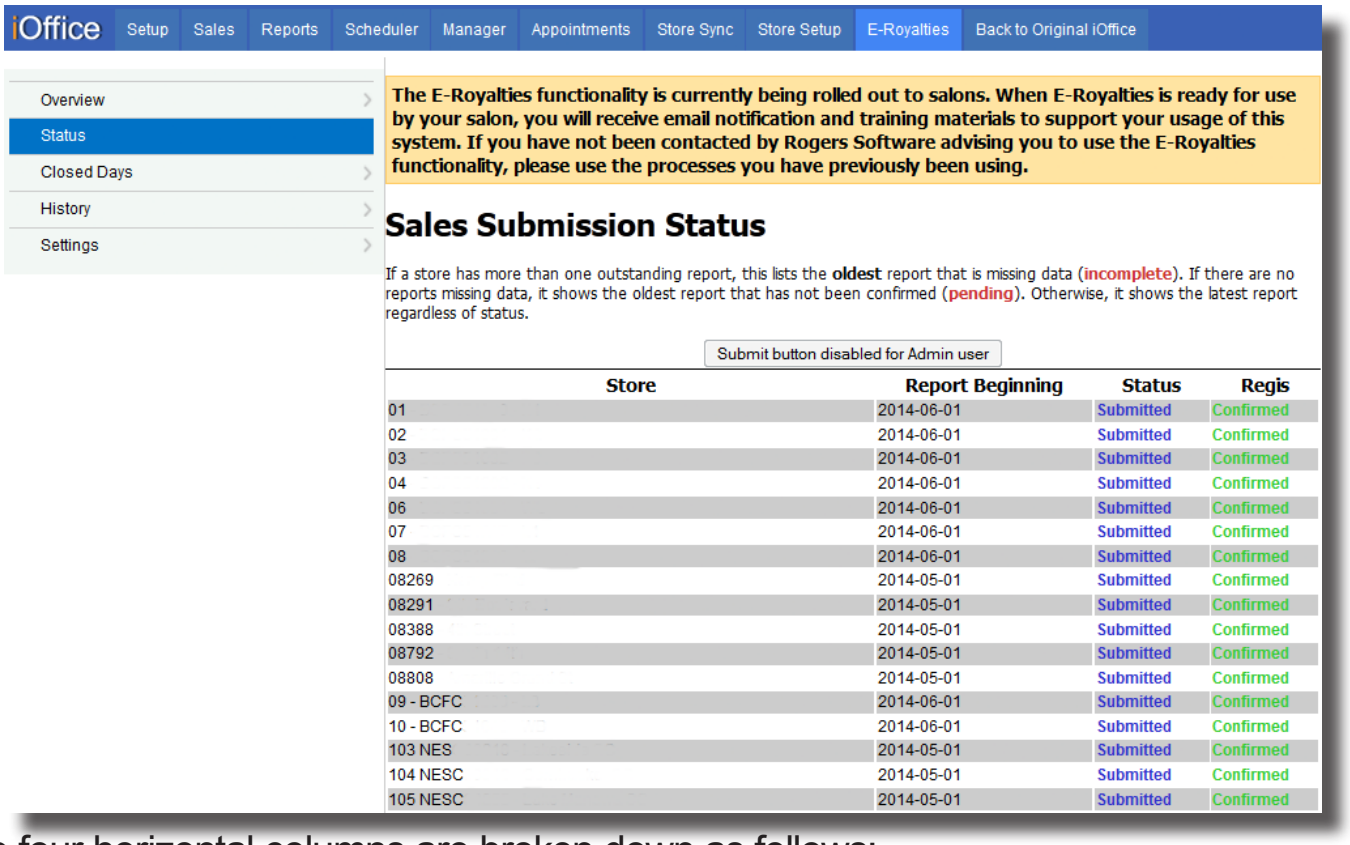
- **“Ready to Submit Sales”:** All requirements for submittal have been met, and Regis is simply waiting on the owner to send it.

- **“Salons Missing Data”:** This signifies that that there is information in the report that is either missing or unfinished. The two most common causes for this are failure to upload, or an incorrect configuration of closed days.

- **“Salons Have Reported an Error”**: Representative of all salons that have shown errors in their reporting for the current period.

The Status Page

The Status page shows a view of the participating E-Royalties salons in a more organized format. Designed to be read like a spreadsheet, the columnar arrangement allows the user to quickly monitor and reference several salons at once. The image below also shows the color coded statuses of each salon, as it stands from the time of the report's generation.


iOffice
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Sales Submission Status
If a store has more than one outstanding report, this lists the oldest report that is missing data (incomplete). If there are no reports missing data, it shows the oldest report that has not been confirmed (pending). Otherwise, it shows the latest report regardless of status.
Submit button disabled for Admin user
Store
Report Beginning
Status
Regis
01 2014-06-01 Submitted Confirmed
02 2014-06-01 Submitted Confirmed
03 2014-06-01 Submitted Confirmed
04 2014-06-01 Submitted Confirmed
06 2014-06-01 Submitted Confirmed
07 2014-06-01 Submitted Confirmed
08 2014-06-01 Submitted Confirmed
08269 2014-05-01 Submitted Confirmed
08291 2014-05-01 Submitted Confirmed
08388 2014-05-01 Submitted Confirmed
08792 2014-05-01 Submitted Confirmed
08808 2014-05-01 Submitted Confirmed
09 - BCFC 2014-06-01 Submitted Confirmed
10 - BCFC 2014-06-01 Submitted Confirmed
103 NES 2014-05-01 Submitted Confirmed
104 NESC 2014-05-01 Submitted Confirmed
105 NESC 2014-05-01 Submitted Confirmed

The four horizontal columns are broken down as follows:

- **Store**: The name of the individual salon, as it appears in RSD's operational and administrative databases.

- **Report Beginning:** Will either simply display the date corresponding to current report, or it will list the date of the last unconfirmed one.

- **Status:** This column shows the status of the current report, and is the first indicator of anything that might have gone wrong in the process.

- **Regis:** Will always say "Pending" until a response has been received, in which case it will switch to "Confirmed".

As it stands, the Status page will allow for four possible combinations in regards to the "Status" and "Regis" columns, and they can be broken down and explained as follows:

Submitted / Pending: iOffice has transferred the information correctly, but Regis has not yet responded.

Submitted / Confirmed: Submitted correctly from iOffice, received by Regis, and they in turn have confirmed the correct transfer of data.

Ready / Pending: All information is correct, and the salon is ready to submit their royalties without any missing data. Upon clicking the "Submit" button, it will be sent to the correct party during night processing, and the status will change to "Submitted / Pending".

Incomplete / Pending: There are days in the report period with zero tickets, and they have not been marked in the "Closed Days" section of the E-Royalties interface.

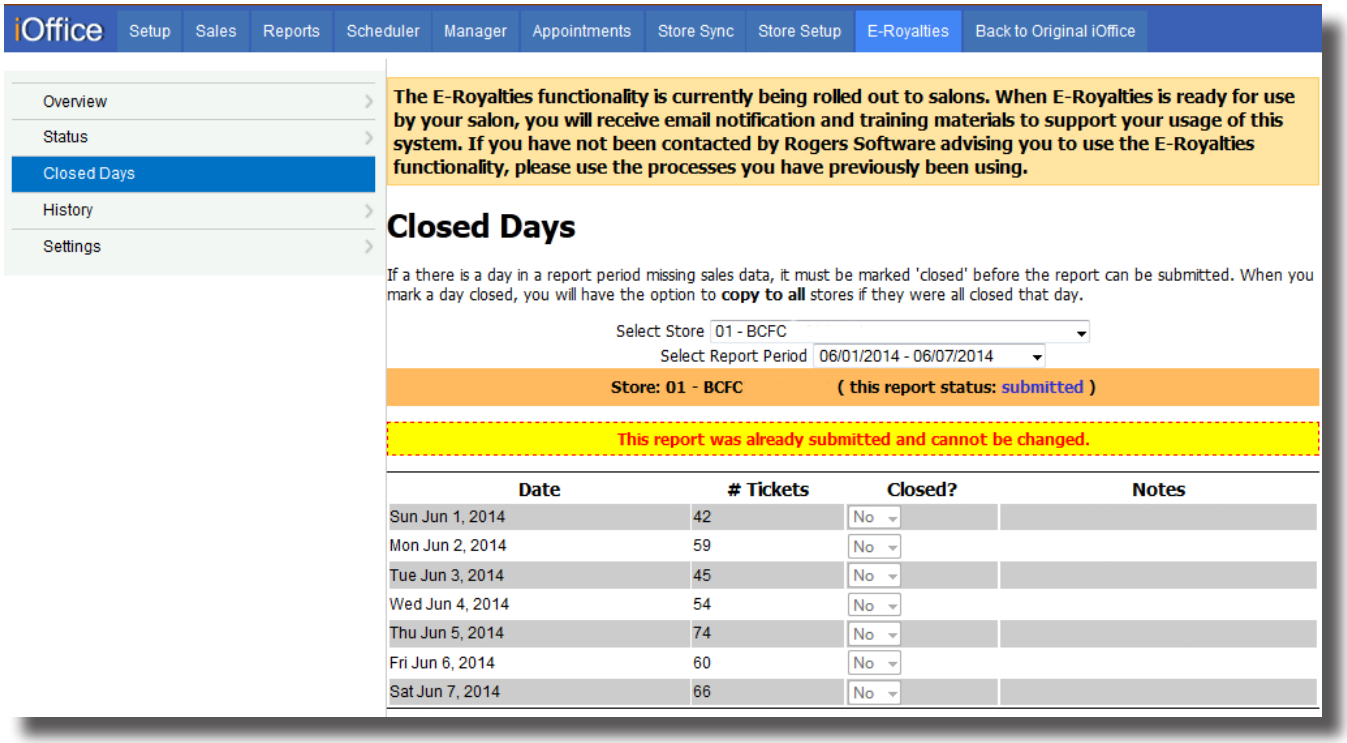
Submitted / Error: This usually means Regis has rejected the E-Royalty, and instances such as these should be brought to the immediate attention of Rogers Software Support.

In addition to being a quick reference point, the Status page also allows the user to begin the submission process by clicking the "Create All Ready Stores" button, located at the top of the interface. The status will then change to "Created", and the report will be available at the normal location in **Reports>Sales>E-Royalties**.

The salon is then queued for the nightly processing where it is encrypted and sent directly to Regis via secure upload. Canceling a submission is possible by going into the History page before midnight (local time), and clicking the "Cancel" button.

The Closed Days Page

Illustrated below is the utility page for selecting Closed Days, and it is from here that the user is able to specify which days the salon will not be processing any tickets so the system will not look to those days for data.


iOffice
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Appointments
Store Sync
Store Setup
E-Royalties
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Closed Days
If a there is a day in a report period missing sales data, it must be marked 'closed' before the report can be submitted. When you mark a day closed, you will have the option to copy to all stores if they were all closed that day.
Select Store 01 - BCFC
Select Report Period 06/01/2014 - 06/07/2014
Store: 01 - BCFC (this report status: submitted)
This report was already submitted and cannot be changed.
Date # Tickets Closed? Notes
Sun Jun 1, 2014 42 No
Mon Jun 2, 2014 59 No
Tue Jun 3, 2014 45 No
Wed Jun 4, 2014 54 No
Thu Jun 5, 2014 74 No
Fri Jun 6, 2014 60 No
Sat Jun 7, 2014 66 No

A friendly system of dropdown menus will allow the user to select both the specific store AND time period for which to look for days to mark. The dropdown will also alert the user of any reports that are missing data by displaying them in a red font.

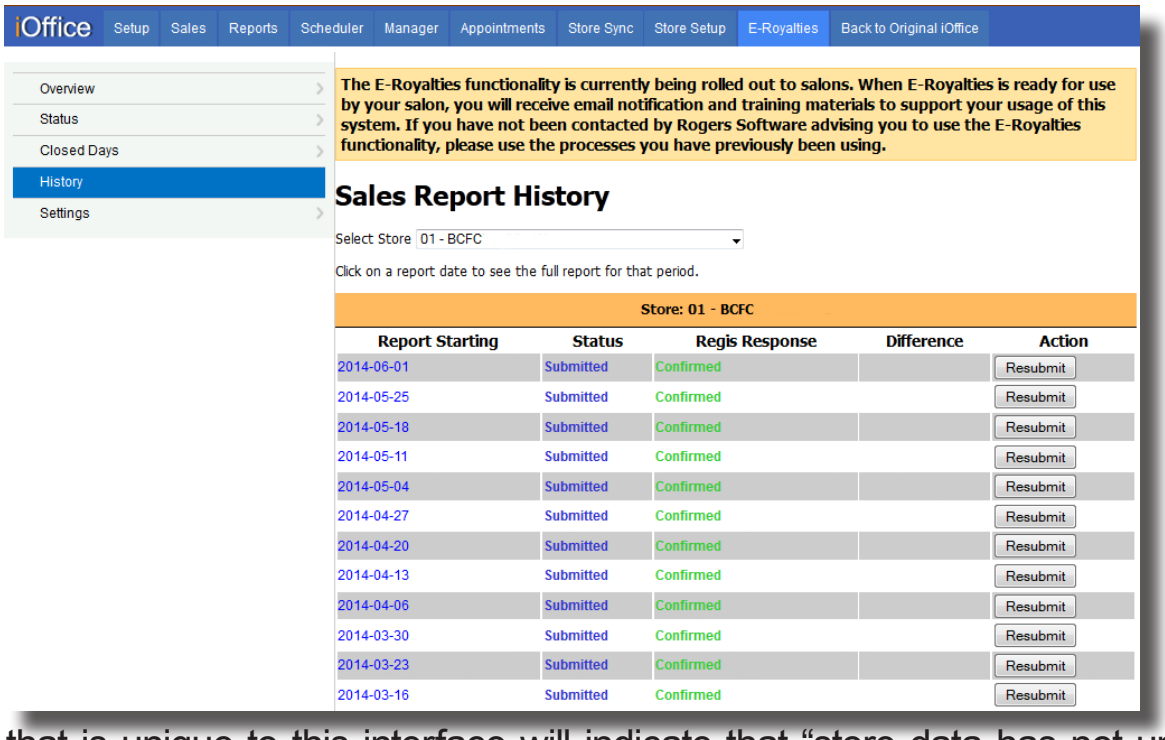
One of the most common causes of E-Royalty mistakes and issues is to forget or incorrectly perform this step in the E-Royalty process. If days without tickets are not marked as closed, then the system will count that day and an error will result.

Marking a day as “Closed” gives the user to copy that same closed day to all other salons in the account by using the “Copy to All” functionality. This is especially useful in instances of holidays and / or other events that would result in zero sales for that salon.

After all needed days are appropriately marked as closed by selecting “Yes” in the dropdown menu, the status of the report should change from “Incomplete” to “Ready”.

The History Page

As the name suggests, the History page allows the user to review all past reports in great detail, along with ones that have yet to be submitted to Regis. Below is an illustrated example of this report, and how it appears in the newly re-imaged iOffice environment. system will not look to those days for data.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Sales Report History
Select Store 01 - BCFC
Click on a report date to see the full report for that period.
Store: 01 - BCFC
Report Starting
Status
Regis Response
Difference
Action
2014-06-01 Submitted Confirmed Resubmit
2014-05-25 Submitted Confirmed Resubmit
2014-05-18 Submitted Confirmed Resubmit
2014-05-11 Submitted Confirmed Resubmit
2014-05-04 Submitted Confirmed Resubmit
2014-04-27 Submitted Confirmed Resubmit
2014-04-20 Submitted Confirmed Resubmit
2014-04-13 Submitted Confirmed Resubmit
2014-04-06 Submitted Confirmed Resubmit
2014-03-30 Submitted Confirmed Resubmit
2014-03-23 Submitted Confirmed Resubmit
2014-03-16 Submitted Confirmed Resubmit

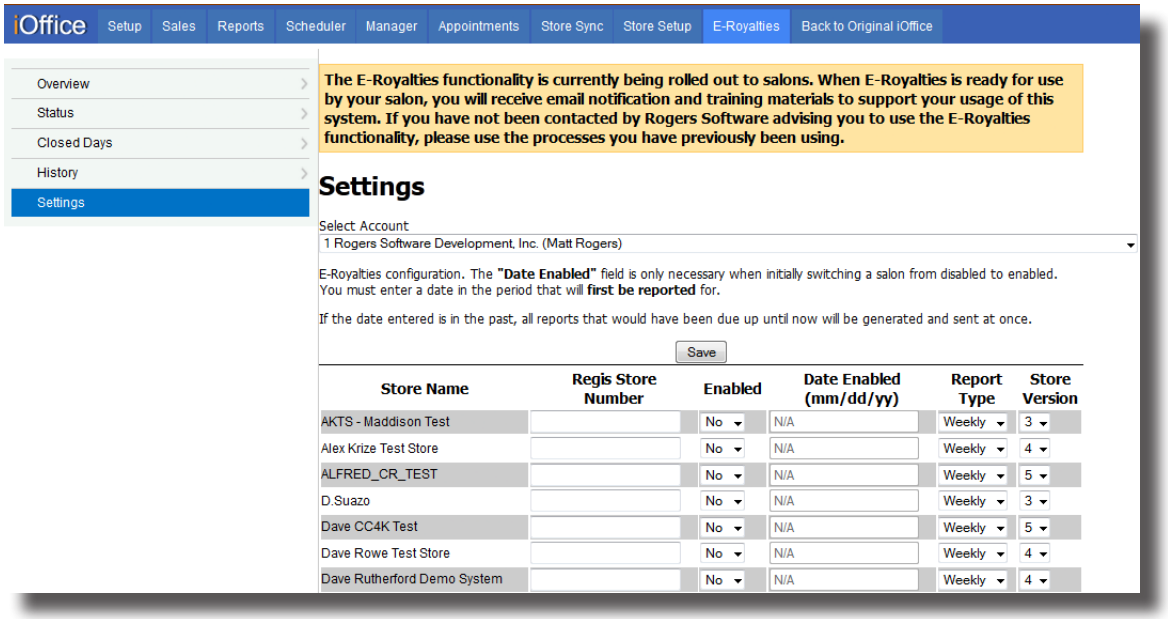
An error that is unique to this interface will indicate that “store data has not uploaded for a specified period”, and it can normally be resolved with a successful upload from the salon. The reason for its appearance is that the E-Royalty system confirms data reception by getting a completed upload within the proceeding period of time. Because of this, many users prefer to perform their E-Royalty related tasks on Monday, though Sunday is the day the period technically ends. The most common problems effecting accurate E-Royalty usually stem from the upload process.

Because this error can only appear in the History page, with “Ready” still showing on the Status page, the user needs to make sure and check all E-Royalty screens whenever performing routine tasks.

Another aspect that is unique to the History page is the ability on the part of the user to cancel recently generated (but not submitted) reports. This is done via the aptly named “Cancel” button that will appear to the right of the listed report. Creating a single E-Royalty is also possible on this page, as is seeing the status of more than one unconfirmed report.

The Settings Page

The Settings page, though simple in appearance, enables the user to make sweeping changes to each salon's E-Royalty information and reporting metrics. Below is an example of this interface, along with some sample store data for better reference.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Settings
Select Account
1 Rogers Software Development, Inc. (Matt Rogers)
E-Royalties configuration. The "Date Enabled" field is only necessary when initially switching a salon from disabled to enabled. You must enter a date in the period that will first be reported for.
If the date entered is in the past, all reports that would have been due up until now will be generated and sent at once.
Save
Store Name
Regis Store Number
Enabled
Date Enabled (mm/dd/yy)
Report Type
Store Version
AKTS - Maddison Test
Alex Krize Test Store
ALFRED_CR_TEST
D.Suazo
Dave CC4K Test
Dave Rowe Test Store
Dave Rutherford Demo System

In addition to the Store Number and Data Enabled fields, there are a series of dropdown menus that can be changed and committed by way of the large blue "Save" button. Special attention should be paid in this screen, most notably in regards to the "Store Version" dropdown menus. Having to redo information in this interface can potentially cause a complicated mess, especially if the discrepancy is not noticed right away.

Using the "Date Enabled" is not necessary unless in instances of switching a salon's status from "disabled" to "enabled". This will then be the date that will be the first reported for, after the change.

While store owners can configure the specific salons that belong to them from this interface, only SysAdmins and Support have the administrative access required to attend to all locations at once. There are no iOffice updates or releases in the foreseeable future that will deviate from this policy.

Finishing with the Settings page, the E-Royalties tab in iOffice has now been fully documented and illustrated. The next two sections of this publication will cover the E-Royalties report, as well as setup instructions for the feature itself.